



Energy for  
generations

# Retail Market Hub Relocation Hypercare



# Hypercare Overview

As per the [Market Plan](#), the Hypercare Approach is:

## Hypercare:

- 08:30 Monday 13<sup>th</sup> February until 17:00 Friday 10<sup>th</sup> March
- Additional support resources will be in place during the Hypercare window

## Checkpoint conference call:

- Will be scheduled for Monday 13<sup>th</sup> February at 15:00
- To cover generic systems health check post cutover
- Subsequent calls will be scheduled as required and advised through RMDS

## MPs to contact new mailbox if they encounter TIBCO related issues:

- [RetailMarketHubSupport@esb.ie](mailto:RetailMarketHubSupport@esb.ie)