

A quick-reference guide for Comprehensive Support clients

Getting the Most from Your Techrelate Support

Your Comprehensive Support plan is designed to give your team fast, reliable access to expert IT help whenever you need it. This guide explains exactly what's covered, how to raise a ticket, and how to get the best possible experience from your support plan.

Your support at a glance

4-Hour Response SLA, Guaranteed

All covered support requests are picked up within 4 hours.

What's covered

- Documented systems and licensed software
- Applications and hardware on your Monthly Service Agreement
- Named helpdesk users on your account
- Third-party software or supplier liaison (where Techrelate is registered to act on your behalf, per Schedule B of your contract)

What's not covered

- End-of-life equipment, servers, or hardware no longer under manufacturer warranty
- Software or systems not listed in your service agreement
- Extended training sessions (see below for how to book these separately)

How to raise a support ticket

Call us

0330 010 0201

Email us

help@techrelate.co.uk

All new tickets are picked up by a 1st Line Engineer and escalated to 2nd or 3rd line where needed. You'll always be kept in the loop.

Tips for faster resolution

A little detail upfront helps our engineers get to work faster. When contacting the helpdesk, it's helpful to include:

- Your name and company
- The system or application you're having trouble with
- A brief description of the issue and any error messages
- How many users are affected, if relevant
- The urgency level: is this blocking work, or can it wait?

Need training rather than support?

Our helpdesk is optimised for reactive support, getting issues fixed quickly so your team can get on with their day. If you'd like dedicated time with a Techrelate engineer for software training, onboarding new staff, or exploring new tools, we offer structured training sessions at £120 (ex VAT) per hour.

Training sessions are scheduled in advance and give your team focused, uninterrupted time, completely separate from the helpdesk queue.

To book, simply get in touch with your Account Manager or call us on 0330 010 0201.

Fair usage

To ensure that every client benefits from consistent response times and quality of service, we operate a Fair Usage Policy as part of our Comprehensive Support contracts. Full details are provided in your onboarding documentation. If you have any questions about how the policy applies to your account, your Account Manager is always happy to help.

Helpdesk

0330 010 0201

help@techrelate.co.uk

Website

techrelate.co.uk

Managed IT services for growing businesses

Version: May 2026 | For Comprehensive Fixed Cost per User per Month clients