



technical drive

Your Guide to our Managed IT Services



Quality Assurance



Data Security

Microsoft
Gold Partner



CYBER
ESSENTIALS

ACRONIS
GOLD
PARTNER



What will we be covering?

**HOW TO CONTACT OUR
IT HELPDESK**

**WHAT TO EXPECT
AFTER JOINING**

**WHO TO CONTACT AT
TECHNICAL DRIVE**

How do you contact our IT Helpdesk??



CALL US:

[01527 880088](tel:01527880088)

Our Helpdesk is open to place calls from: 8:30am – 5:30pm



PORTAL:

<https://technicaldrive.myportallogin.co.uk/>

This can also be accessed from our website in the client area



LIVE CHAT:

technicaldrive.co.uk



EMAIL US:

TDHELPDESK@technicaldrive.co.uk

What information do we need?

1.

Your company name

2.

The site address and location of the equipment

3.

A contact name and phone number

4.

An explanation of the IT problem you are experiencing

Calling our Helpdesk Hotline out-of-hours



01527 880088

Mon – Fri: 7am – 8pm

Sat: 9am – 4pm

Sun: 10am – 3pm

Bank Holidays: 10am – 3pm

Our office hours are Monday – Friday

8.30am – 5.30pm

Outside of our normal opening hours, we have engineers on-call, so please call the normal office number for the out-of-hours contact information.

Where are we located?



Head Office



Technical Centre &
Disaster Recovery Suite

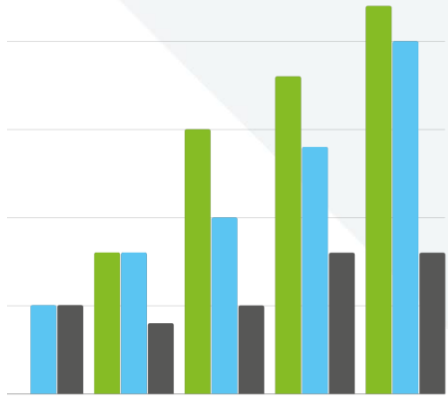
**Technical Drive, Grosvenor House,
Market Street, Bromsgrove, B61 8DA**

What happens after joining Technical Drive?

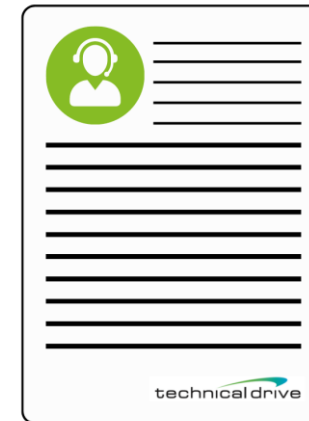
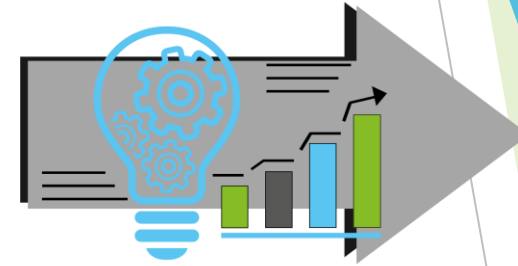
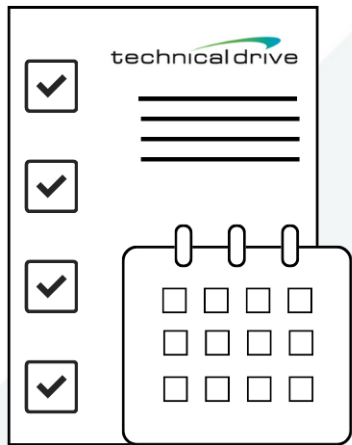
- ➔ Our Technical Manager will visit you to make sure they have first-hand experience of your site and installation
- ➔ Your IT Consultant will be your immediate point of contact to ensure a smooth transition of your IT services



What can your Account Manager help with?




PERFORMANCE MONITOR



What will help us to deliver a great service?

A SUPER USER

Nominate someone as a point of reference between your company and Technical Drive



I have the passwords!

Need help with something else?

We're keen to continually improve our service,
so please don't hesitate to get in touch...

01527 880088

TDHELPDESK@technicaldrive.co.uk

accountmanagers@technicaldrive.co.uk



HELPDESK MANAGER

Thomas Hadley

Phone: 01527 880088 or 01527 917323

Email: thomas.hadley@technicaldrive.co.uk



IT SPECIALIST

Samuel Davis

Phone: 01527 880088 or 07446 494543

Email: samuel.davis@technicaldrive.co.uk



HEAD OF ACCOUNT MANAGEMENT

Louisa Norton

Phone: 01527 880088 or 07889 950424

Email: louisa.norton@technicaldrive.co.uk



HEAD OF TECHNICAL OPERATIONS

Ben Morris

Phone: 01527 880088 or 07875 964694

Email: ben.morris@technicaldrive.co.uk

We're here to support you



MANAGING DIRECTOR

Simon Cole

Phone: 01527 880088 or 07891 488269

Email: simon.cole@technicaldrive.co.uk

Who do you talk to about accounts?

YOU CAN TALK TO OUR ACCOUNTS TEAM ON:



CALL US:

[01527 880088](tel:01527880088)



EMAIL US:

accounts@technicaldrive.co.uk

What else can we support you with?

technical drive
digital

WEBSITES & SEO

SOCIAL MEDIA

BRAND MANAGEMENT

DIGITAL MARKETING

We welcome you to


technical drive

WE LOOK FORWARD TO A
LONG-LASTING BUSINESS
RELATIONSHIP!