

Working with the team at D-Tech International Ltd

AN IMPORTANT UPDATE

To ensure the health and safety of our staff, and that of our customers and their personnel, D-Tech has placed a temporary stop on all non-essential travel until further notice.

Unfortunately, this does mean that we are currently unable to send our engineers out for on-site support and installations. The majority of our UK-based staff are continuing to work hard remotely, with only a skeleton staff working from the office, as we practice social distancing so we can all do our part to reduce the short-term pressure on our healthcare system.

REMOTE SUPPORT CAPABILITIES

Our Helpdesk teams are committed to resolving any issues you may experience. We have a robust team with the technology and capability to remotely monitor, diagnose and resolve most issues. This may require help from your IT team to provide appropriate access to allow us remote access to your hardware.

CUSTOMER SUPPORT PORTAL LOGGING

D-Tech operates their support via our online support ticketing system that can be accessed via the following link: <https://dtechinternational.freshdesk.com/support/login>

Please can we ask that any faults, issues or questions you might have in relation to your D-Tech solution are logged this way in the first instance and someone will be in touch as soon as possible.

If you haven't already obtained access to our Customer Support Portal, then this might be a good time to do so. This allows you to raise and track support requests independently on behalf of your library. If you cannot access our support portal, please email ticket@d-techinternational.com, which will prompt one of our team to get in touch as soon as possible.

ON-SITE SUPPORT & INSTALLATION

If a field engineer is needed to replace hardware components or to install new equipment; We are closely monitoring the Public Health England, World Health Organization and local guidelines and will act accordingly in the interest of our staff and customer safety. If changes to planned visits are necessary, we will reschedule as needed.

GETTING IN TOUCH WITH D-TECH

Due to the social distance measures currently being observed throughout the company, the majority of the D-Tech team is currently working remotely. Therefore, we are advising all customers, for the fastest response do not contact us via phone. Instead, get in touch via the following email address;

SUPPORT (please see above) or to gain access – ticket@d-techinternational.com

GENERAL ENQUIRIES – info@d-techinternational.com

SALES – info@d-techinternational.com

ACCOUNTS – sandra.bayley@d-techinternational.com

If you have specific contacts within the business then do email them directly. However, please be aware that in the current climate the situation can change very quickly. If you fail to receive a prompt response from your required D-Tech contact, please get in touch using the email addresses provided above.

Yours Sincerely,



JAMES BREAKELL

Managing Director

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