

Support@bdrgroup.co.uk

Email Address

0800 975 3000

IMT Number – Option 1



If you are contacting us via email, please use the Template Below so we utilise the time effectively

Customer Name:

Site Location:

Full Contact Name:

Contact Number:

Mobile Number:

Email Address:

Issue Description:

Make/Model Number of Telephone Equipment effected:

Asset Tag of IT Equipment effected:

Any other Information:

Once you Email/Call to log a Case you will then receive an  
Acknowledgment Email with the **Case Number**



Thank you for contacting the BDR Group Helpdesk. This is an automated response to confirm that we have received your request and created a ticket for you. Your ticket number is 00013128 - Router Offline

One of our dedicated support agents will be assigned to your case and will contact you soon to assist with your issue. We strive to resolve all issues as quickly as possible.

If you have any additional information or questions, please feel free to reply to this email.

Best Regards,

BDR Group Helpdesk

## Meet the Friendly IMT Team



The Incident Management Team will then triage the case and escalate to the appropriate Second Line Team

Please note that the IMT have **15 Minutes** to Escalate the Case to a Second Line Support Team



Kacper Walczak  
IMT Agent

Matt Burkill  
IMT Agent

Jack Thomas  
IMT Agent

Tom Corsi  
Head of Training  
& Development

Will Tracey  
IMT Team Leader

Caroline Hanson  
IMT Agent

James McCann  
IMT Agent



Once the Case is assigned to a Second Line Engineer the customer will then receive a 'Team Allocation' Email



Dear Tom,

We are pleased to inform you that one of our team members has been assigned to your case. Your ticket number is 00013128.

Our team will be reviewing your issue shortly and will contact you with an update as soon as possible. Please note that our team will work diligently to resolve all issues quickly, but response times may vary depending on the complexity of the issue.

If you have any additional information or questions, please feel free to reply to this email.

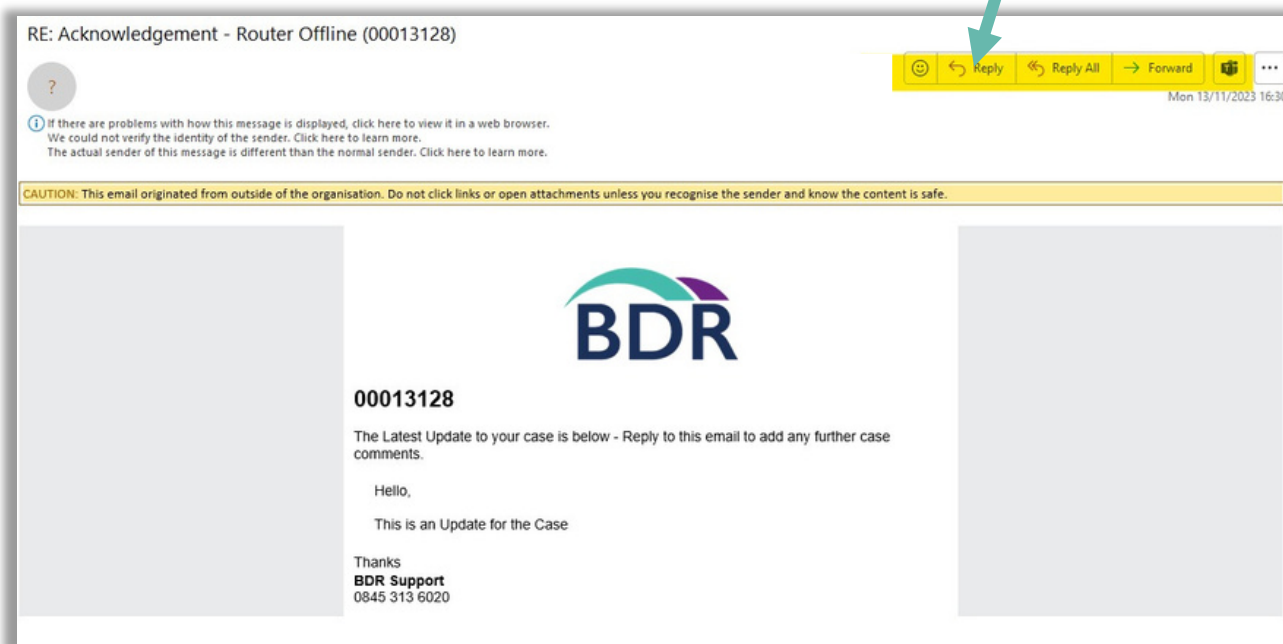
Best regards,

BDR Group Helpdesk

## How to Communicate?



The Second Line Engineer will contact you by Telephone or Email – If they email you from the case, all you need to do is click **REPLY** on the email



Please do not email [Support@bdrgroup.co.uk](mailto:Support@bdrgroup.co.uk) as this will log a new case and you will receive a brand-new case number – It is best to respond to the email from the engineer or call the IMT Team



The Second Line Engineer will then close the case after resolving the Fault

Closure Email – Still not happy? Please respond by replying to the Closure Email or Calling IMT

