



HENSCHEL TECHNOLOGIES

How our **support** works

Our service agreement, in plain language.

“We protect our staff as much as our clients — every ticket gets the right skill set, at the right urgency, every time.”

Louis Henschel, Founder — Henschel Technologies

From your call to **resolved**, in five steps.

1

You call

One number, a real person.

2

Ticket created instantly

Tracked from the moment you reach us.

3

Triaged by severity

Low, medium, high, mission-critical.

4

Right engineer, first time

Straight to the matching skill set.

5

Updates until documented

Fixed — and fully documented.

Our rule, no exceptions: a ticket never closes until the documentation is complete.

Who touches your ticket.

SEVERITY	WHERE IT GOES
LOW	Help Desk — handled by our front-line support team.
MEDIUM	Help Desk, with a mid-level engineer looped in from the start.
HIGH	Straight to a senior engineer — never the help desk queue. Auto-escalated.
SEVERE / MISSION-CRITICAL	Senior engineer instantly, with an all-hands-on-deck response behind them.

Experience support that respects you.

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We are builders, not billers.