



Intro

Right on the Line is a dynamic marketing agency based in Bramley, Hampshire. At the head office site, the well-established business maintains a number of PCs and Macs along with a state-of-the-art in-house design suite. This allows them to offer their clients a number of innovative services from event consultancy and lead generation campaigns through to a full graphic design service.

Background & Challenges

“The sporadic support received from our existing IT service provider was no longer an option.”

Venetia Rowland, Managing Director at Right on the Line comments, “Our existing IT guy had branched out into new services and was no longer able to provide the fast, reliable service we needed. It was often difficult to get an answer on the phone when we had an urgent issue that needed addressing and this was so frustrating. We couldn’t operate like that. The technical troubles were mounting up and we needed to find a **decent long-term solution.**”

Solution

Venetia adds, “One of my employees had used Mark Dalton at The Tech Lounge to fix some problems with a personal PC. She found him really **friendly and helpful** and recommended him and his team to me. I decided it was time to start a conversation. And I’m so glad I did!”

Having worked with a number of IT service providers in the past, Venetia selected The Tech Lounge to provide her team of 10 employees with a permanent IT support and maintenance contract. “The Tech Lounge has been great and the service is exactly what we need. As well as in the office, I work a lot from home. Being able to call for support on an evening or Saturday morning if I’m struggling to access information is an absolute must.”

Mark Dalton, Director at The Tech Lounge comments, “As a priority, we set about moving Venetia and the team to a cheaper and faster Internet supplier. This meant a significantly **quicker and more reliable** connection, having a really positive impact on the productivity of the business.”

As part of the monthly contract, we’ve been able to assist with a number of issues including backing up data into the cloud, sharing calendars, issues with accessing network drives remotely, email archiving and installing the most cost-effective anti-virus software. **Out of hours support** has also played a key part. In addition, the consultancy service we provide keeps a close eye on the way the business works, recommending and implementing the most effective strategies to help achieve Venetia’s goals.”

Results

Right on the Line now enjoys **reliable IT support** whenever they need it and they’ve developed a great working relationship with the team at The Tech Lounge – **nothing’s too much trouble** and the IT infrastructure is maintained to an exceptional standard, allowing the business to carry on providing expert marketing solutions to their clients without frustrating IT issues.

And all this for **35% less** than they were paying their previous supplier!



<http://www.thetechlounge.co.uk>