



Intro

Founded in 1990 and originating from Italy, Unox is a leading manufacturer of professional ovens. Their business model is based around innovation, quality and ease of use, and is rapidly becoming the benchmark in the industry. Unox manufactures a wide range of commercial ovens for the bakery and gastronomy markets, currently with 68 different models. Business is developing fast, and Unox now operates sites worldwide. Locally, the business is run from offices in Camberley, Surrey where the main function is to market the products to a UK audience.

Challenges

As a growing business, Unox UK Ltd was in need of permanent IT support but did not require a dedicated, in-house department. The team had used IT freelancers and other small companies with limited success and needed to find a service that they could rely on. Gary Nunn, Managing Director, heard about The Tech Lounge through their website designer and got in touch. "We needed to find a really dependable IT service that wouldn't let us down. Sourcing **a business we could trust** was the defining factor," says Gary.

Solution

"Initially, The Tech Lounge stepped in and resolved all those outstanding, niggling issues. The ones that are a constant source of frustration."

At the outset, it was apparent that Unox was paying for a number of duplicate services with multiple providers that were consolidated as a priority, not only resulting in financial savings but more importantly, saving a substantial amount of time for the business. Gary now only needs to make one phone call to The Tech Lounge, rather than wasting time contacting different service providers.

The long-term solution was to provide Unox with a permanent support and maintenance contract that they could count on. The Tech Lounge has now been working with Gary and the Unox team in Camberley for the past two years, continuously offering an efficient and dependable service. Gary adds, "We used to end up trying to deal with a lot of things ourselves, which was so time-consuming; researching the right equipment, sourcing our own computers and mobile devices and then struggling to get things set up. The Tech Lounge takes care of all that for us. They're always available, which is key. They're now our 'one-stop shop' for all IT requirements."

"They run their business in the same way we run ours – with a focus on outstanding customer service. That's vital," concludes Gary.

Mark Dalton, Director of The Tech Lounge comments, "As part of Unox's ongoing contract, we've assisted with a number of issues including sorting server access from remote locations, urgently disabling accounts when employees have left the organisation, fixing printer faults, setting up shared training calendars and upgrading to new Microsoft operating systems and Microsoft Office suites. We've also provided an ongoing consultancy service and web hosting package, all under one roof."

Results

Unox now benefits from reliable IT support **whenever and wherever they need it.**

They're now safe in the knowledge that The Tech Lounge can deal with **any** issue that may arise, leaving them free to help fill the world with gastronomical delights – and that's crucial as far as we're concerned!



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