



SMOOTH TRANSITION TO NEW IT SERVICE PROVIDER FOR AVIATION INDUSTRY SNACK SUPPLIER

AT A GLANCE

CLIENT

Monty's Bakehouse is a leading supplier of hand held snacks to the aviation industry

CHALLENGES

IT infrastructure under strain; poorly maintained and supported by incumbent IT company

KOGO SOLUTIONS

Understand Monty's Bakehouse's 5 year projections. Plan, budget, implement, and support an IT infrastructure that supports growth.

OUTCOME

Reliable secure infrastructure, responsive support, and increased productivity.

Are you frustrated with your current IT provider but afraid of the upheaval of changing supplier?

If you feel that your IT support is slow to respond, inefficient and you are losing money due to too much downtime, you definitely need a change.

The IT Challenge

Monty's Bakehouse UK Ltd is a leading supplier of hand held snacks to the aviation industry, specialising in bake-in-pack hot snacks, thaw & serve, bakery, Viennoiserie, and ambient snack solutions.

The company was looking for a new IT supplier to look after their 3 servers and 23 team members' computers. Their IT provider's service levels were poor and inconsistent and it sometimes took weeks to rectify errors. They felt the company's staff lacked knowledge and training. On one occasion, Monty's were left with no web and email services for several days, which caused serious problems and was very costly to the company.



“It is a huge relief to have the utmost confidence in our new supplier, which enabled us to keep our customer service levels high. Wonderful!”

Janina Wightman
Executive Assistant,
Monty's Bakehouse





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Monty's Bakehouse has undergone strong growth over the last 5 years and is expecting this to continue. It is a far more complex business than it was initially. They were looking for an IT provider who could:

- Support them in meeting their 5 year plan, particularly a greater need for connectivity and remote access due to their expansion overseas.
- Fully understand, prioritise, and proactively manage their requirements.
- Address server storage capacity and back up.
- Offer 24/7 support and liaise with other external IT stakeholders.
- Assist with the CEO's IT access and protection during business trips abroad.
- Plan for and commit to a hassle-free upcoming office move.

The Solution

Six companies were invited to tender and two were shortlisted. Janina Wightman from Monty's Bakehouse UK said that Kogo were selected because *“they proactively arranged an initial meeting to find out more about our situation before giving a very well prepared and informative presentation that was not too technical. They were also locally based, competitively priced and gave a clear budget breakdown.”*

Kogo's IT solution for Monty's included:

- A full review of IT infrastructure and broadband connectivity.
- Full IT support with clear response times.
- Server management.
- StorageCraft for backup.
- WatchGuard firewall for network security.
- Antivirus and encryption software.
- New hardware.

Martin Bannister, MD at Kogo said *“We listened very carefully to what Monty's challenges were, as well as what they are looking to achieve in their business so that we could build a solution to match. Our approach is to ensure that we have a regular dialogue with our clients. They are assigned a dedicated account manager who regularly meets with their clients, proactively reviewing their business requirements, their satisfaction with current performance of the Kogo team and ensuring their IT solution provides the necessary infrastructure support. All the solutions we provided to Monty's can easily scale up as they grow.”*



“Kogo’s approach is to have a regular dialogue with our clients and listen carefully to their challenges and business goals.”

Martin Bannister,
Managing Director,
Kogo Ltd

The Transition

Janina reported that the transition was *“very smooth and there were no business interruptions or downtime at all.”*

Improvements were immediate with 24/7 server cover and IT support. Kogo assigned a dedicated account manager and, following the on-boarding audit process, they met with Monty’s to set up a plan of action to address immediate concerns. The backup issues were immediately overcome with the StorageCraft backup and disaster recovery solution and security improved with WatchGuard via a more sophisticated gateway firewall installation.

“We would advise all companies not to be afraid of changing IT supplier – if you pick the right company, it certainly isn’t as daunting as you might think and it really is quite straight forward. All in all we had a seamless transition with Kogo’s help.

We now have full IT support and server management from Kogo and the improvement over the last supplier is quite dramatic. We are now finding that our staff are more productive, our IT set up is more secure, there are excellent response times to support tickets and all the Kogo staff are very professional, easy to work with and knowledgeable.

It is a huge relief to have the utmost confidence in our new supplier which enables us to keep our customer service levels high. Wonderful!”

-Janina Wightman,
Executive Assistant, Monty’s Bakehouse

ABOUT KOGO

Kogo Ltd is an IT support and infrastructure supplier for SMEs. Companies cannot afford to have their IT infrastructure fail, and cybercrime is now a news-dominating danger every business owner has reason to fear. As companies have become more reliant on their IT Kogo has focused on supplying high end managed cybersecurity solutions alongside IT services, and customer care.

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