

Testimonial Capital Pubs

Capital Pub Company has grown from 11 to 32 sites in less than 6 years. Alex Hughes is responsible for ensuring that the company meets its fire regulations.

"I started working for Capital Pubs in April '04 and my arrival coincided with the new 24 hour operating laws and new legislation being phased in. Pubs not complying fully with Fire Regulations would be at risk of losing their operating licence for the first time. Getting the right supplier was therefore incredibly important to our business.

The size of the company we employed was important to me. It needed to have ambition and growth potential to expand in line with Capital Pubs, but also to be of a size where we would be treated as a major client. Meeting these business criteria, plus having a keen and transparent pricing structure won Uny Systems the contract.

Uny Systems provides us with a value for money service and the company understands our needs. Whether it's getting an engineer to visit a pub at a moment's notice, managing front of house equipment servicing in the tiny window of opportunity when there are no customers out there, or making sure that the equipment and cabling fits sympathetically into our "period" décor, the Uny Systems engineers all go that extra mile.

The company is also easy to deal with. Each pub manager has their own relationship with the Account Manager at Uny Systems. Ultimately, the buck stops with me, however, so Uny Systems keep me informed of what's going on. They're quick to respond if we need replacement certificates or something else beyond the standard service. Their internal communication is good too. If you tell one person something, the information will be passed to the people who need to know it.

Uny Systems haven't got us tied into an onerous contract. We stay with them because they provide us with a great service, not because we have no choice. They help us present a positive image to the responsible authorities, and that's good for our company.

Uny Systems are professional and they always do what they say they're going to do. I would happily recommend Uny Systems to any other business."

