

## Testimonial

### Royal Holloway, University of London

Royal Holloway, one of the larger Colleges in the University of London, is ranked as 13th out of 113 nationally in the 2007 'Good University Guide' published in The Daily Telegraph. Daren Bezants is the Maintenance and Services Manager, responsible for more than 60 buildings set over a 135 acre campus.

"It's not easy becoming a contractor for Royal Holloway. Our tendering process is very structured and comprehensive. We don't just consider price as the deciding factor, we have to be confident that we can develop a good working relationship, will get a value for money service, and that any prospective contractor can deal with the challenges of working around the student body.

When Uny Systems first started working with us, they were so small I was nervous about whether they'd be able to meet our demands. The contract had been serviced by Chubb for 16 years so we were used to a much bigger team. In fact, Uny System's size is one of its biggest strengths. They provide a truly personal service. I can pick up the phone to them, know who I need to talk to, and know that everything will be sorted out as I need it to be. They've never let me down.

Their business has grown over the years, but they haven't lost that personal touch. I've seen other companies get too big and start outsourcing everything to call centres. That just makes me frustrated. With Uny Systems I can still ring the Managing Director and have a good chat with him if I want to.

The trust element is more than just knowing that they'll get the job done properly. I know that their business is built on ethical principles. If one of the engineers tells me that I need new parts or some remedial work, I know that it's a genuine need, not just a way of making money out of us.

Uny Systems have proved that they've got our best interests at heart. They recently helped us to choose a new system, arranging supplier visits and organising demonstrations etc. The system they recommended, and installed, is an Open Protocol System. This means that anyone can maintain it, so there's nothing tying us to Uny Systems in the future. Ironically, this makes us even more keen to continue working with them.

