



BAKING **DONE** WITH LOVE...

Based in Coalville, Leicestershire, Food Connections Ltd are a family run bakery founded in 1992. With around 200 employees they manufacture and supply fantastic bakery items across the UK and internationally.

The challenge: IT Support that was no longer fit for purpose

In 2023, Food Connections Ltd approached Somerbys IT following mounting frustrations with their previous IT provider. The service had become impersonal and sluggish, a typical symptom of an outsourced partner growing too big to care.

“None of us are computer geeks... we just needed a more professional approach,” explains Dean Spray, Finance Director at Food Connections.

The company’s operations relied heavily on technology, from daily desktop use to server performance and cloud backups. With a major server upgrade on the horizon, the leadership team needed confidence and a partner who would treat their business as a priority.

The Solution: Responsive, business-focused IT Support

Somerbys IT carried out a full audit of the existing infrastructure and introduced a tailored support plan that focused on performance, responsiveness, and clear communication.

The solution included:

- Dedicated support with priority-based ticket triage
- Proactive infrastructure monitoring
- Business-grade cyber security, including email & web filtering
- Strategic planning support, such as end-of-life alerts for Windows 10

“With our old IT support we became part of the queue. We weren’t a priority. And if something goes down, we need 15-minute support, not 15 hours”

Dean Spray, Finance Director

The Implementation: Seamless rollout, zero downtime

The first milestone was a full server infrastructure upgrade – a complex project delivered with minimal disruption.

The Somerbys IT team worked closely with internal stakeholders to plan every stage, giving Food Connections advance notice of key milestones and deadlines.

“We were given plenty of notice, it really helped with planning and budgeting,” Dean explains. **Any support tickets were prioritised and resolved based on impact, ensuring smooth day-to-day operations even during the transition.”**

The Results: Reliable Systems | Fast Support | Clear Roadmaps

With Somerbys IT in place, Food Connections now benefits from a reliable, business-ready IT environment. The team has complete confidence that any issues will be resolved quickly and that their IT infrastructure will continue to support business growth.

“We don’t have to worry about PCs, servers, or internet access now, they’re on hand when we need them, and Somerbys are proactive in flagging what’s next,” says Dean.

The Impact: Confidence in an IT partner that cares

For Food Connections, the biggest shift has been in confidence. With an IT partner that understands the fast-paced nature of their business, they no longer need to chase support or guess what’s coming next.

“They’ve done everything we’ve asked. I’ve got no qualms recommending Somerbys IT to anyone,”
Dean concludes.



Whether you’re looking for an end-to-end service provider or long term strategic IT planning and support get in touch.

Our friendly team of experts will be more than happy to discuss your requirements.

Get in touch with the team at Somerbys IT:
0333 456 4431 | info@somerbysit.co.uk