



CASE STUDY

DunAn Microstaq | IT Support That Simplifies Daily Operations

DunAn Microstaq relies on Contigo for fast, knowledgeable IT support that ensures every detail is handled thoroughly, communication is clear, and problems are resolved the first time.

CLIENT: DunAn Microstaq



INDUSTRY: Microelectromechanical Systems

LOCATION: Austin, TX

SERVICES: (MEMS)-based flow control solutions

About DunAn Microstaq

DunAn Microstaq is a global leader in microelectromechanical systems (MEMS)-based flow control solutions. Their advanced technology helps industries such as HVAC, automotive, and energy improve system efficiency, reliability, and sustainability. As a high-tech company with complex operations, DunAn Microstaq depends on reliable IT systems and responsive support to keep daily operations running smoothly.

The Challenge

DunAn Microstaq faced recurring IT challenges that slowed productivity and created frustration for staff. They needed a trusted IT partner who would not only resolve issues quickly but also take the time to understand their unique needs, maintain professionalism, and ensure no problems were left unresolved. Clear, respectful communication and patience in customer interactions were equally important to them.

The Contigo Solution

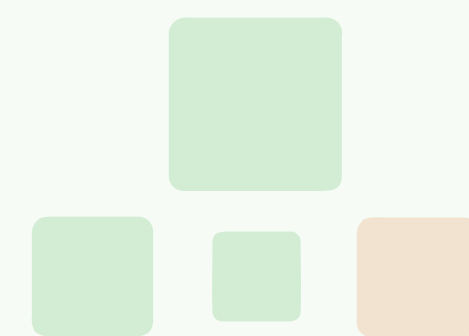
Contigo provided the responsive, detail-oriented IT support DunAn Microstaq required:

- Ensured every IT issue was thoroughly understood before providing solutions
- Delivered timely, effective, and complete follow-through on technical requests
- Provided excellent customer interaction with patience and professionalism
- Resolved problems thoroughly, ensuring first-time completion with no loose ends

THE RESULT

With Contigo as their IT partner, DunAn Microstaq now benefits from:

- Thorough, first-time resolution of IT issues without recurring disruptions
- Professional, courteous customer interactions that build trust and confidence
- Faster, more effective IT support that ensures daily operations run smoothly
- A reliable partnership that simplifies IT management and enhances team productivity



What DunAn Microstaq Says About Contigo

“Ensures the detail of the work is understood and follows-through in a timely, effective, and complete manner. Has refreshing proper manners. Others would benefit to follow his example. Has excellent customer interaction & patience; the result being no stone un-turned during problem resolution and first-time completion of customers’ needs.”

— Wayne, DunAn Microstaq



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