



CUSTOMER FOCUS

Chartered **Developments**

CLIENT NAME

Chartered Developments

INDUSTRY SECTOR

Telemarketing

SERVICE / PROJECT

IT Support

Since 1997 Chartered Developments has been a leading authority in lead generation through high value telemarketing and business development management. They work across a range of sectors for professional services including accountants, law firms, actuaries, private and commercial banking and investment management.

With 30+ staff they were looking for a technology provider who would work with them in partnership to ensure that their systems were robust enough to match the compliance, efficiency and customer experience demands of a particularly demanding client base.

As one of Bluegrass’s first ever clients, Chartered Developments have been relying on them for their IT support for over 12 years now.

“As a business we have grown and changed dramatically since the start and for a large chunk of that time, Bluegrass have been fundamental to our development. From supporting our physical office move, cabling the building, moving equipment and getting us seamlessly set up with minimum disruption, to most recently when they upgraded our systems just ahead of the Covid-19 pandemic.

In September 19, Bluegrass set up all of our staff with new laptops or desktops with Office 365, meaning that our transition to moving everyone to a remote set up at home, was quick and easy. With wonderful tools such as Office 365, including Microsoft Teams, working from home meant we could still collaborate and communicate in an instant, see each other’s faces and share documents and files with a click of a button. The desktop set ups only required the addition of a Wi-Fi dongle, allowing us to be successfully working from home a week in advance of the official lockdown.”



ALWAYS BY YOUR SIDE

www.bluegrass-group.com

Call: 01392 796779 Email: ask@bluegrass-group.com Follow us on Twitter: [@bluegrass_it](https://twitter.com/bluegrass_it)

Bluegrass | Courtenay House | Pynes Hill | Exeter | Devon | EX2 5AZ



“We’ve developed a close, highly trusted relationship with Bluegrass. Not only are they extremely approachable, helpful and friendly, they also have a passion for innovative tech.”

Ongoing Support

“Bluegrass keep us updated on the latest trends and if they think it can benefit our business, they proactively advise us. This was clearly demonstrated when Dave, their Group MD supported us in recruiting our Head of IT. He actively took part in our interviews and selection process and recommended the overall right candidate. That person is still with us today and carrying out a fantastic job alongside the guys at Bluegrass.

Working with Bluegrass has enabled us to expand our services to our clients, allowing us to meet their increasing and more technical demands.

In fact, they also recently recommended their online Data Protection Training which is available from their sister company nuBright. This meant every individual in the business is up to date with the latest regulations and can be easily refreshed on an annual basis on a simple price per user model.

Their way of doing business with us simply means we can get on with what we do best, looking after our own clients.”

Anita Turner, Managing Director



Start your journey, call us **01392 207194**

www.bluegrass-group.com

Email: ask@bluegrass-group.com Follow us on Twitter: [@bluegrass_it](https://twitter.com/bluegrass_it)

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