



# CUSTOMER FOCUS



Georgian House

## CLIENT NAME

Georgian House Care Home

## INDUSTRY SECTOR

Care

## SERVICE / PROJECT

IT Support and Infrastructure

## Background

Georgian House Care Home based in Torquay is registered to provide accommodation and personal care for up to 40 people of all ages, who may have physical and mental health needs. Having outgrown their existing IT support supplier, they were looking for an IT Partner who would be able to enhance the service they provide to their residents through the use of technology.

## Situation

"As a care home dedicated to the needs of our residents, downtime is simply not an option for us, so when looking for our new IT Partner we needed reassurance that should any issues arise, they would be dealt with promptly and proactively.

We've developed a great relationship with the team at Bluegrass Group and have total peace of mind that they genuinely care about our business and will be there whenever we need them. We have around 10 users and heavily rely on technology to run our care home as smoothly as possible, including our doors and cameras which are all connected to the internet. Plus every member of staff has a hand held device."



"We've been a Bluegrass client for over 6 years now and their service and support continues to be 5 Star."

**ALWAYS BY YOUR SIDE**

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“If you want complete peace of mind when it comes to your business’s technology, you’ve found it with Bluegrass Group.”

“Although we haven’t yet fully adopted the cloud, with Bluegrass Group we’re very much on that journey and applications like Office 365 and Teams make our lives so much easier. When the first lockdown happened, because of how we had been set up with the help of the guys at Bluegrass, transitioning to remote working was a really straightforward and quick process. We took our laptops home and logged in as normal. This made a very tough situation that much easier, as it meant we could concentrate on doing our jobs rather than worrying about the technology.

The support we receive from the whole team at Bluegrass Group is really impressive. Issues are resolved really quickly either via email, phone or their handy desktop icon and the engineers on the end of the phone are always efficient, friendly and polite. Requests are normally dealt with in a matter of hours and we always know that should we have an emergency, we’ll be prioritised and well communicated with at all times.”

**Mark Balson, Information Technology Manager**



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