



CUSTOMER FOCUS



CLIENT NAME

Otter Vale Motor Services

INDUSTRY SECTOR

Motor

SERVICE / PROJECT

IT Support and Infrastructure

Background

Otter Vale Motor Services are an independent family owned car dealership with many years of experience, employing 15 staff based in Honiton. Their innovative, fresh approach to the motor trade has helped them develop their excellent reputation and long standing customer loyalty. They offer an extensive range of new and second hand cars, plus a wide range of services including MOTs, Servicing Repairs and Finance, to suit all budgets and needs.

Situation

“Like many businesses recently, our reliance on technology has massively increased in recent years and supporting this in house without expert support on hand was taking up too much of my time. We were looking for a supplier who could provide a fast response to any issues that my team experienced and a hassle free resolution, allowing us to get on with serving our customers. A friend of mine recommended us to Bluegrass Group and we particularly liked their clear and simple pricing structure with one fixed price per month and no unexpected hidden costs.

Our business is expanding so we needed a supplier who could recommend the latest technology, but also understand our need for minimal downtime and affordable solutions. Bluegrass can offer all of this.”



ALWAYS BY YOUR SIDE

www.bluegrass-group.com

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“Having Bluegrass as our IT Partner has taken a huge load off my mind, I’ve now got peace of mind that should something go wrong, which it always will with technology, we have friendly, knowledgeable engineers just a click or phone call away. Even little issues like the printer not working which used to be a real distraction is now a quick and easy fix.

As well as day to day IT support, which can either be contacted via phone, email or through a handy desktop icon on our machines, Bluegrass Group have been supporting us on our future infrastructure plans as we continue to expand the business and open up a showroom later this year. Having strategy discussions with the Professional Service guys at Bluegrass means every eventuality is explored and all options are presented to us, so that we can make the best decision for our overall business.

My team now know the support staff by first name and find them all to be really helpful and responsive, which is exactly what a growing SME needs and I wouldn’t hesitate in recommending Bluegrass Group to any other business.”

James Spiller, Business Owner, Otter Vale Motor Services



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

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