



# CUSTOMER FOCUS



CLIENT NAME	INDUSTRY SECTOR	SERVICE / PROJECT
Premier Parking Solutions	Car Parking	IT Support / IT Infrastructure

## Background

Established in 2008 Premier Parking Solutions own, lease and manage pay and display car parks, retail parks and enforcement sites. Having used an integrated IT department in the past, when this department dispersed they were recommended to Bluegrass Group to manage all of their IT around 7 years ago.

## Situation

“Bluegrass Group are still our IT provider of choice, their communication is outstanding and their proactive support is exactly what we were looking for.

They keep in touch with us regularly to ensure our technology is supporting our business as best it can. We have around 20 staff and the whole team have peace of mind that should an IT issue arise, the team are just a phone call away.

They always respond really quickly and you get the impression that they hate our downtime as much as we do.

Our business simply can’t afford to suffer downtime, so when it happens it’s a big deal for us, but with Bluegrass Group we know they’ll be on it straightaway.

They look after everything for us; storage, emails, all our devices and importantly; our cyber security too. We’re kept up to date with any potential new cyber scams that might be doing the rounds and they recommend best in class services to ensure our data is safe and secure.”

**ALWAYS BY YOUR SIDE**

[www.bluegrass-group.com](http://www.bluegrass-group.com)

Call: 01392 796779 Email: [ask@bluegrass-group.com](mailto:ask@bluegrass-group.com) Follow us on Twitter: [@bluegrass\\_it](https://twitter.com/bluegrass_it)  
Bluegrass | Courtenay House | Pynes Hill | Exeter | Devon | EX2 5AZ



“Like many businesses we operate outside the typical hours of 9 - 5, so their 24/7/365 support package means day or night, we’ve got expert support on tap.

At the start of the pandemic they were great in picking up the phone and proactively asking us what we needed in order to transition to home working smoothly. They quickly sourced a number of laptops for us and got them set up straight away. It took away that level of stress as our business transitioned to home working with relative ease.

We’ve also got access to their consultancy team should we need support on our IT strategy and longer terms plans, so for us Bluegrass Group have it all.”

**Barrie Douglass, Director.**



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

**[www.bluegrass-group.com](http://www.bluegrass-group.com)**

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

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