



CUSTOMER FOCUS



CLIENT NAME

Waycon CP

INDUSTRY SECTOR

Manufacturing

SERVICE / PROJECT

IT Support / Email Security

Background

Market leaders Waycon CP specialise in the manufacturer of bespoke lift shafts, providing the full package of design, manufacture and installation. Having had previous poor IT support, they needed a provider who they could trust to be by their side so approached Bluegrass Group.

Situation

"Technology was becoming more and more critical to our operation and we could no longer operate without a responsive and supportive IT partner in place. We liked the flexible packages that Bluegrass had to offer and their promise of proactive support that meant we could get on with what we do best. They certainly fulfil that promise and we have no complaints of their response to our tickets. Their friendly team are quick to react, always keep us in the loop and are really easy to deal with. It's great that we get that immediate confirmation that a ticket has been raised and is being dealt with, so we know the issue is being taken care of.

We're operating with a mix of office and remote workers currently and it's important that we can all communicate and collaborate seamlessly. Having adopted Office 365 and Teams to help with this, it's made life so much easier for us. We can share files, edit files, set up channels and all have access to a virtual to do list which means everyone knows what they need to do that day.

Office 365 has been a real game changer for us, it has so many hidden gems that we hadn't expected to use and now we can't imagine operating without it."

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 also taken up their email security product Datto SAAS for Office 365, which means we’re protected from day to day downtime events and cyber threats.

It gives us peace of mind against the risks of data loss, ransomware attacks and innocent human error. Bluegrass Group are clearly passionate about cyber security and have a robust range of products that we can access whenever we need to.

We really can’t fault the guys at Bluegrass Group; they genuinely care about our business and we know that as our business grows, they’ll be able to develop our technology to support us.”

Tuesday Toghill, Office Co-ordinator.



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)

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

