



CUSTOMER FOCUS

CLIENT NAME

Beviss and Beckingsale Solicitors

INDUSTRY SECTOR

Legal Services

SERVICE / PROJECT

IT Support

BEVISS & BECKINGSALE

SOLICITORS

Background

As one of the longest established law firms in the South West, Beviss and Beckingsale Solicitors cover a wide variety of legal issues for their clients and employ over 50 staff across 4 sites here in Devon. The service they provide to their clients is their number one priority and technology has become fundamental to their recent success. They were looking for an IT Provider with similar values to theirs; a keen supporter of the local community and dedicated to delivering exceptional service and support.

Beviss and Beckingsale chose our full 24/7 support package to avoid unpredicted charges.

Situation

We've relied on Bluegrass Group for 3 years now to fully support our IT operations. Their full 24/7 cover was a real attraction as it means we never have to worry about extra or unpredictable charges and their expertise and knowledge on cyber security was another big plus for us.

As we handle huge amounts of sensitive data every day, a robust anti-virus solution and comprehensive backup package was essential for our business. Bluegrass completely understood the importance of this and provided solutions tailored to our individual needs.

Outcome

The solutions are very reassuring, but it is actually the individuals in the business that stand Bluegrass out from the crowd for us. We have a dedicated account manager who really understands what we're about and a support team who we all know on first name terms. They genuinely care about any issues we have and their quick and honest responses are where the trust is built from. During the initial Covid-19 period, we had to quickly deploy a remote workforce like many businesses and naturally our tickets tripled in number.

The team handled this with ease, responding well within SLA times and keeping us online and available to our clients. As we continue to expand, we'll be looking to upgrade our servers over the next 12 months and there's no other IT Provider we'd want working with us on that project.

Holly Paul, Assistant Practise Manager.

ALWAYS BY YOUR SIDE

www.bluegrass-group.com

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