



CUSTOMER FOCUS



CLIENT NAME

Havills

INDUSTRY SECTOR

Electrical and events

SERVICE / PROJECT

IT Support

Background

Havills are a family run electrical & event business and are proud to hold the reputation for longest established electrical contractor in the South West.

Having lost trust with their previous IT provider, they were looking for a new IT partner who would demonstrate openness and honesty from the outset.

Situation

“We met Bluegrass Group at a local networking event and instantly liked their attitude and approach. They were straight talking, no jargon and no sales fluff, just keen to learn about our business. As a South West based business ourselves, we pride ourselves on choosing local suppliers for the services and goods we need and Bluegrass Group also fitted that bill nicely.

Now as our established IT Partner, they do a great job of keeping us happy. Their response to any technology issues we experience is really fast and efficient. We know if we have an urgent issue, they’ll drop things to get us back up and running. One of the best things about our partnership is the communication between us. It’s proactive and relevant, meaning we never experience any unwanted surprises when it comes to our IT.

The relationship we have with the whole team is one of transparency. They get our business and our needs and advise on solutions that will genuinely enhance our operations.

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



Our Account Manager is brilliant and someone who we get on extremely well with, because they really care about us as a client. We feel important to them and looked after, which is exactly how you should feel when you pay for any service you need.

Our whole team value the support we receive from the engineers and it's their proactive and professional attitude that means we can just get on with what we do best.

Overall the service we receive is great. We look forward to growing as an organisation with Bluegrass Group by our side."

Alan Milligan, Director.



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

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