

# CUSTOMER FOCUS



## CLIENT NAME

Cardens Estate Agents

## INDUSTRY SECTOR

Estate Agency

## SERVICE / PROJECT

IT Support



“For almost 10 years now we have relied on Bluegrass to support and guide us through the ever changing IT landscape; ensuring our systems are up to date and working efficiently. This was most evident during our acquisition of Force and Sons; successfully bringing together two different operating systems with minimal disruption.”

## Background

Cardens Estate Agents was established in 1991 by Jon Carden and today are recognised as one of the leading independent agencies in Exeter.

Over the years customer service has been at the forefront of everything they do and today they operate three trading brands: Cardens Residential Sales - dedicated to marketing residential and investment properties for sale. Cardens Residential Lettings is probably the largest letting agent in this area setting up and managing tenancies for private landlords. Students@Cardens provides accommodation for students attending The University of Exeter for a growing number of private landlords.

When combined team Cardens provides clients with a complete property service. The team of experienced and knowledgeable staff are focused on keeping up to date and so provide all clients – Vendors; Landlords; Purchaser and Tenants – with a quality experience.

Based in a prominent central City Centre location, they were looking for an innovative and respected IT provider that mirrored their own values of excellent customer service and professionalism.



**WE'RE ALWAYS BY YOUR SIDE** [www.bluegrass-group.com](http://www.bluegrass-group.com)

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“Bluegrass have been with us every step of the way. Supporting us by recommending the latest solutions and transforming our business to stay ahead of competition and fulfil our client’s needs in the best possible way.”

## Ongoing Support

“During the recent Covid-19 pandemic Bluegrass held our hand throughout; setting up an integrated system whereby our staff were able to operate seamlessly from home. Being available 24/7 meant we never had to worry, they were by our side whenever we needed it.

*Although we know Bluegrass experienced a real spike in demand during the pandemic, their service levels to Cardens remained consistent, professional and always friendly. In fact, during the initial lockdown period they performed beyond our expectations. We’re grateful for the support received and for their always professional and personable manner.*

Technology will be a key feature of the “New Normal” so we know that having the right IT Support Partner will be crucial. We wouldn’t hesitate in recommending the team at Bluegrass, especially to those who are heavily reliant on systems and technology, to drive their business forward and meet the needs of their clients.”

**Ivor Bull, Director.**



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

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