

# Gresham



### About Greshams

Intercity Technology has developed a long-standing relationship with Gresham, a leading independent provider of private equity capital to UK businesses with a value of up to £50m.

Originally, Dave Rogers, Head of IT at Gresham heard about Intercity through a personal contact, who confirmed that they were a well established communications technology provider that could be trusted. For Gresham, Dave explains the importance of customer service to their relationship. He says, "For us, it's not all about price but Intercity are price competitive. We've been with Intercity since 2009 and now perceive them as our partner. What's important is that at any point, we can pick up the phone to our account manager."

James Allen, Head of Professional Services Sales at Intercity confirms, "We're always on hand to support Dave and Gresham, even if it means taking calls at the weekend. But that's all part of the service we bring to our clients."

It is the strength of Intercity's relationship with Gresham that has enabled them to offer telecommunications services to Gresham's portfolio companies. One of these companies is the James Grant Group. Dominic Bolger, IT Director at the James Grant Group was introduced to Intercity by Dave Rogers, Head of IT at Gresham, when he was looking for a new mobile phone supplier.

Upon taking on the James Grant Group as a new client, James Allen identified an opportunity for Gresham and their portfolio companies to benefit from a group discount purchase scheme.

Initially, James met Gresham and their portfolio companies at a Gresham IT forum to present the benefits of Group Purchasing, not only commercially but from a service perspective. Once established, the scheme enabled discounts for mobile supply across all companies.

Not only did all portfolio companies benefit from the world class service provided by Intercity, major cost advantages were realised. It was agreed that the more companies that joined, the bigger the discount would be.

However, ultimately, it all comes back to the value of client relationships. Dominic Bolger, IT Director at the James Grant Group explains, "Customer service is highly valued at Intercity. I appreciate the close, professional relationships we have with our account manager and the team at Intercity. They explain everything in an easy to understand manner. Also, as we grow, Intercity is continuing to accommodate our needs. This includes out of hours assistance."

James Allen summarises the success of the relationship to date, "I've thoroughly enjoyed working with Gresham and its portfolio companies over the past five years. I'm now seeking to build on our partnership, utilising the ever-evolving technology in the telecommunications market over the next five years."

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— **Dave Rogers**  
Head of IT  
Gresham

### Key successes

- 1 Long standing relationship
- 2 Discount purchase scheme for mobiles across all companies
- 3 Evolving service to match growing business needs

### About Intercity Technology

At Intercity Technology we believe in a people first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is accredited by a number of professional organisations with a suite of accreditations which confirms and evidences our commitment to security, quality, service management and environmental management. For a full list of our accreditations and frameworks please visit [intercity.technology/accreditations](https://www.intercitytechnology.com/accreditations)

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— **Dominic Bolger**  
IT Director  
James Grant Group

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technology