

# Strong collaborations enable business expansion

getaheadva.com    office@getaheadva.com    01483 332220



## Background

The Consort Group is a luxury carpentry and joinery firm that deliver high quality bespoke solutions. Based in Reading, Berkshire, the business was founded in 2016 by Darren Saunders who quickly started working with Get Ahead. He was familiar with the outsourcing model because he used contractors himself to deliver his own projects. He understood that outsourcing is a great way to get a skilled team in place quickly and cost-effectively.

## Challenges

Darren knew he needed some back-office support. The business had to deliver the practical side of carpentry projects while also staying on top of invoicing, orders and customer service.

He also had a plan to expand the business. Darren could see the possibilities of other markets and was keen to take the business beyond its original carpentry offering.

## Solutions

Outsourcing the admin enabled Darren to concentrate on delivering his core business, confident that the operational back-office activities were being taken care of behind the scenes. Virtual Assistant Gwen was able to bring her experience and skills to Consort. Her role quickly evolved within the growing business and she became Darren's virtual PA.

## An evolving relationship

Darren had a clear vision for his business and Gwen has been able to grow with him and help support his aspirations. When Darren needed expertise beyond Gwen's field, regional directors Kristy and Suzanne were able to connect him with the right virtual experts for his requirements.

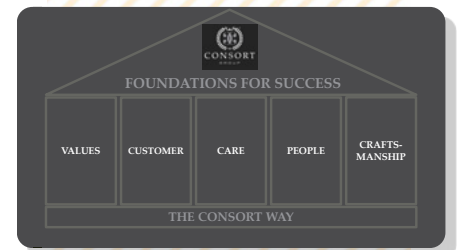
This process built a strong relationship between Darren and the regional directors. Get Ahead is now his first port of call when he needs either an ad hoc support or an ongoing solution.

Gwen continues in her role as Darren's virtual PA, but Get Ahead also now manages the Consort Group's social media activity and provides its HR Support. We have recently created a promotional video and written and managed an award submission for the Construction News Awards 2022.

## Outcomes

Outsourcing has been a real success for Darren. His expansion plans are on track and he's recently moved to a modern state-of-the-art office.

We're delighted that his business is the success he's been reaching for and we're able to proudly say we've been a positive part of that journey.



### THE CONSORT CREDO

The Consort Group provides high-quality bespoke carpentry and joinery services, using highly skilled craftsmanship.

Our work and professional relationships are underpinned by our core values which are:

- Pride in our work** - our work is to the highest quality, with our highly skilled professionals demonstrating great attention to detail
- Listen first** - our team prides itself on excellence in communication and transparency so we meet the existing requirements of our clients
- Strive for better** - we provide hands on management to ensure consistency in our approach and delivery of value.
- Friendly and approachable** - we conduct ourselves in a respectable, knowledgeable and professional manner and maintain a high level of integrity
- Safety focused** - we never compromise the safety of our colleagues and visitors



### CLIENT TESTIMONIALS

### TESTIMONIAL FROM THE CONSORT APPRENTICE PROGRAMME