

Durrants is delighted to announce that it has reached agreement to acquire Gorkana and, along with its 2009 acquisition of Metrica, deliver a unique service for the PR industry.



If you are a current Durrants customer and have any questions, please contact your Durrants Account Manager on 020 7674 0200 or email us at tellmemore@durrants.co.uk and one of our team will contact you.

We've put together this list of FAQs which should be able to answer some of the questions you may have in the meantime.

How will this affect me?

The change in ownership will not result in any immediate changes. If you are both a Gorkana and a Durrants customer you should continue to contact the relevant account management team from each company for each service.

Over the coming months, we will be looking at ways in which the Durrants and Gorkana businesses can operate more effectively together to the benefit of our customers. We will communicate these as they happen.

What do I need to do?

There is nothing you need to do. It's "business as usual" with whichever services you take.

Is there a change of contact for my Durrants or Gorkana service?

No, if you are both a Gorkana and Durrants customer you should continue to contact the relevant account management team for each service.

Will my fees change?

No, this deal will not affect our charges.

Will your customer service suffer?

Absolutely not. The quality of our support is integral to what Durrants and Gorkana offer and we will continue to provide consistently excellent customer service to all our clients.

I have just moved from Durrants to Gorkana. How does this affect me?

You will continue to receive the Gorkana service that you are currently licensing. It's "business as usual".

Can I get the Gorkana data on the Durrants monitoring platform now?

Not yet but it is our long term aim to offer an integrated online service to our customers comprising all three "best of breed" services. Customers will be able to select one, two or all services and, those they have selected will be seamlessly integrated on the same platform. However this is for the future and in the meantime it is business as usual.

Will you have a single integrated platform for Durrants, Metrica and Gorkana?

Yes. It is our long term aim to offer an integrated online service to our customers comprising all three "best of breed" services. Customers will be able to select one, two or all services and, those they have selected will be seamlessly integrated on the same platform. However this is for the future and in the meantime it's business as usual.

