



Case Study – Armour Construction Consultants

Like a lot of professional services firms, IT is an essential business tool for Armour Construction Services.

As a medium sized business based in the west of Scotland, the company does not believe that it needs a dedicated IT team in house to run what is in effect a fairly standard set of technologies that are set up to suit the company's needs.

Instead the company wanted to bring in a professional IT firm to provide the company with both support and advice on how to make the most of IT as a tool for the development of the business

A bit of an OCD Speciality

“IT is essential to our business and we need it to work, but we neither have nor want an expensive dedicated team in house. Instead we needed a professional IT firm to deliver reliable, flexible systems that let us get on with our business.

Malcolm Carrick, Partner
Armour Construction Consultants

“We had a kind of IT support arrangement, but it became clear a few years ago that we needed more from our IT in order to help us get more from our business,” explains Malcolm Carrick.

Through a competitive tendering process OCD were selected as the right company for Armour and have now been working with Armour for more than 5 years as their IT provider –

- **Supporting the infrastructure and applications used by Armour to run the business**
- **Liaising with the IT contacts in Armour (each office has an IT contact) to ensure that the systems are being supported properly**
- **Advising Armour on IT and how Armour could get more from IT as a business tool and ensuring that the company's IT remains relevant to the needs of the business**
- **Dealing with ad hoc situations such as the recent office move.**

In effect, OCD act as the IT department for Armour Construction Consultants providing much more than just a simple 'break-fix' maintenance arrangement.

“The relationship between us and OCD has developed over the 5 years to become more like a genuine partnership. OCD do a great job of helping us get the most from our IT, the rest is up to us.”

Malcolm Carrick, Partner
Armour Construction Consultants

“We have worked with OCD for more than 5 years now and we find the company good to work with. OCD listen and understand what it is that our business needs and then they deliver it,” states Malcolm Carrick.

OCD is an IT systems provider, but it is more focused on the business needs of its customers. The systems are there solely to support the business, so if we do not have a real understanding of your business, we cannot provide you with products or services that help your business achieve its goals.

If OCD sounds like the kind of company your business needs supporting its IT systems, get in touch, we'll be happy to talk

www.oed.co.uk

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What we do

We look after and help develop our customers' IT infrastructures and ensure that they are operating efficiently and to specification. Our products and services are divided into four groups.

Infrastructure Supply

We have partnerships with the leading industry vendors of hardware and software ensuring that we can supply a wide range of systems as appropriate to the needs of our customers.

Support and Maintenance

OCD understands that each organisations needs are different. As a result our support and maintenance services are designed with flexibility at the core, ensuring we can support all our customers in the way they need and want.

Project Management and System Design

We have proven skills and experience in designing infrastructure solutions that fit our customers' needs and project management processes that ensure we deliver on time, to budget and specification first time, every time.

Unified voice and data communications

In conjunction with our strategic partners OCD can deliver fully converged voice and data solutions that deliver real benefits to the way in which organisations make use of their systems

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