



## Case Study – Business Insurance Bureau

### Good advice.

The Business Insurance Bureau (BIB) is a well known and respected insurance broker that provides insurance for businesses in Scotland. Like all businesses in the industry now, IT is an essential business tool and one the BIB cannot survive without.

The BIB network server was effectively at the end of its useful life and in danger of failing catastrophically and we advised the client to think about replacing it.

“The great thing about OCD is that they don’t just react after the event, they are proactive, guiding and advising us how to avoid the disasters.

Bob Hannah  
Business Insurance Bureau

### Priorities make things interesting sometimes

“We knew we really did have to replace the server,” states Bob Hannah the principle of BIB, “But we were committed to some other projects and had to make a judgement call. We chose to believe the server would last another few months.” Unfortunately it didn’t.

The server did crash and finally had to be replaced. Our first action was to put our emergency action plan in to place and setup a loan server. This was completed with all the data and applications transferred across and all staff working again within 3 working hours of the failure.

This involved diagnosing the failure, dispatching an engineer with a loan server and using our disaster recovery system to transfer the network operating system, settings and all data to get BIB up and running so they could perform their daily business and take care of their Clients.

While this isn’t our normal day to day routine, our processes and focus on looking after our customers’ businesses means that disasters like this are things we deal with as our highest priority.

“When I knew the server had failed I didn’t even worry or lose any sleep as I knew OCD would take complete care of us”

Bob Hannah  
Business Insurance Bureau

### Support should not be like insurance

Support should be about proactively helping an organisation manage its IT systems to make sure they are reliable and operating to the agreed specification and that is how we work with our clients.

The BIB case described here is just one example of the way that we think about our role as a support company and more importantly act to help our clients get the most from their systems.

**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

[www.oed.co.uk](http://www.oed.co.uk)

0141 771 5069

OCD Ltd, Panorama Business Village, 2 Blairtummock Place, Glasgow, G33 4EN