

## Case Study – Glasgow Community Planning LTD (GCPL)



The Glasgow Alliance was a public body that brought together public and private sector in Glasgow to improve the lives and opportunities of the city's population. With nine offices across the city, the IT decisions were made locally in each office which resulted in a mixed bag of providers and approaches.

As the Alliance developed in to GCPL it needed a better way of running and managing its IT function in order to develop an organisation wide strategy as opposed to the previous approach.

**Just the kind of work we love**

**“Like all long term business relationships, we have had our ups and downs. However we can say with absolute confidence that OCD is a company that delivers through thick and thin and we have better IT systems as a result.”**

Jim Gray, Glasgow Community Planning Ltd

The office by office approach that had been in place was not working on a number of levels for GCPL with the result that the organisation needed to put in place a more rational approach.

Through a competitive tendering process, OCD were selected as the most appropriate provider because it approached the challenge from the perspective of GCPLs business need and developed an IT and support programme that was designed to –

- **Consolidate – All the various IT support services into a single unified service contract**
- **Improve – The level of support provided along with the quality and reliability of the systems**
- **Develop – Help and advise GCPL on how to get the most from IT in relation to the organisation's business needs and improve data sharing and data access.**

Nearly 10 years later, OCD is still providing the service to the organisation, though GCPL like OCD has gone through a significant amount of change. “One of the things we really appreciate about OCD is the quality of the people and their approach to helping us get the most from IT. They do go the extra distance for us,” says Jim Gray who has been involved in the OCD relationship from the start.

**“In a nearly 10 year business relationship, you learn a lot about a supplier and the fact that the relationship is nearly 10 years old, speaks volumes about the quality and professionalism of the team at OCD.”**

Jim Gray, Glasgow Community Planning Ltd

After nearly 10 years working with the team, GCPL has been merged into Glasgow City Council and as a result will fall under their IT remit.

However in the interim period during the merger, we have continued to provide support and back up ensuring that the systems continue to work reliably including carrying out much of the work to hand over IT and IT support to Glasgow City's own IT support function.

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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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