



Case Study – Hadden Construction

It just needs to work.

Like most businesses Hadden Construction relies on IT to help run the business effectively. With no dedicated in house IT resource, the company is also completely reliant on external providers.

Based in rural Perthshire with a turnover of circa £20m, Hadden is more than just a construction company, it also provides architectural, planning and surveying in house. Consequently when the company was let down badly by its IT provider, they knew they had to find someone who would deliver the service they required consistently.

IT is essential to the business, if it doesn't work properly we can't do our jobs and we were being let down badly. We needed a new IT provider.

Anne Nicol, Director of Finance.
Hadden Construction Ltd

Obsessed with Service

At OCD we have always been driven by our customers' business needs and the need to ensure that we deliver what they need. Hadden Construction is no exception. It was clear from our conversations with Hadden that the company just wanted reliable systems that work.

After resolving some legacy systems issues that we inherited from Hadden Construction's previous provider, we introduced two core services to provide support and ensure systems reliability for the company –

- **Proactive Management** – We visit Hadden Construction every two weeks to proactively manage the systems and ensure that they are working properly and within the tolerances we have agreed.
- **Support** – The provision of reactive support both remotely to resolve problems and when required onsite visits to resolve more complex problems.

The combination of these two services provides a real backbone for Hadden Construction delivering reliable, well maintained systems that work, which is after all what the company wants, systems that work and enable the business to develop and grow.

Our experience of OCD has been very positive. We now feel that our systems are in genuinely safe hands.

Anne Nicol, Director of Finance
Hadden Construction Ltd

Has it worked for Hadden Construction?

Unlike the company's previous situation, Hadden Construction can now rely on its systems and on OCD to make sure they are well maintained. In the event that something does go wrong the company can also rely on OCD to fix it quickly and with no fuss.

If OCD sounds like the kind of company you want to look after one of your most important business tools, give us a call we'll be happy to help.

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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