

Case Study - Microcom



Sometimes a good decision isn't

Like most businesses Microcom has a focus on ensuring that it gets value for money. This includes its systems support.

With the economic crisis that is forcing all of us to think long and hard about our company spending, moving to a lower cost supplier that on paper looked as credible and effective as OCD seemed like a good decision.

We changed supplier because we were focused on cost as much as service. However, after we were let down so much we returned to OCD. It was the right thing to do.

Frances Watson, Microcom

You get what you pay for

It became clear quite early on after Microcom had switched to the other supplier that things were not as had been promised. "We were left without systems for long periods and it seemed like things were down more often than they were up and running," states Frances Watson of Microcom.

The situation got so bad that Microcom felt they had to end the new relationship and the obvious choice was to start talking to OCD again. "We were naturally happy to hear from Microcom again and to help get the systems back to the level of reliability that Microcom need," states Kevin Ashcroft of OCD.

Our first action was to get the systems functioning properly. Only once we had everything back to full efficiency were we happy to sit down and agree a new contract with Microcom.

"If your systems are a critical part of your business as they are for ours, you just can't take the risk with support companies. You have to be absolutely sure about them or the cost in time and hassle will be enormous," offered Frances Watson of Microcom as a final comment on the matter

We would strongly recommend OCD to anyone looking for IT support. Kevin and his team really know how important the systems are and they make sure they work for us. We feel safe in OCD's hands.

Frances Watson, Microcom

One less thing to worry about

As a company we feel this is a good example that in many ways quantifies why we have so many long term support relationships with our customers.

We don't just care about their IT. We care about their business and know what it means to have IT systems that they can rely on – it's one thing less to worry about and in business that's like gold dust.

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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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