



Demand on us, means we are demanding.

Bridgewater Housing Association manages properties in the Erskine area. With tight budgets, wide ranging responsibilities and the demands of running a tenant focused organisation, Bridgewater is fairly typical of housing associations in Scotland.

The association is heavily reliant on its IT systems for the day to day operation of the organisation, so any unplanned downtime can have a major impact on how well tenants and customers are cared for.

“IT is not our business, but it is critical to our business, enabling us to keep tabs on and control over a lot of complex, challenging issues.”

Pamela Milne, Finance Manager
Bridgewater Housing Association

It just has to work

In the main housing associations do not have dedicated in house IT teams, but they do have complex IT systems that are critical to their ability to provide service to their customers and control their business. As a consequence, the kind of IT support required is predominantly proactive to ensure that the systems in place are fully maintained and working reliably. This is naturally backed up with a reactive support service just in case something fails.

Our Virtual IT Department service is ideal for this type of need and also enables us to work closely with our customers to develop a maintenance and management programme that ensures their IT systems and environment are working properly, to specification and are realistically as close to 100 percent available as possible.

“The big thing we have noticed is that we don’t have big problems anymore, it’s all small things that we have to call OCD for support on. This is good in our view because it means the systems are being looked after properly and we have peace of mind,” comments Pamela Milne.

“OCD usually beat their own service levels if we need to call them out. This is the kind of service we expect now.”

Pamela Milne, Finance Manager
Bridgewater Housing Association

It’s not just support

We recently replaced the servers at Bridgewater as a project. The comments we received from the organisation are best summed up by Pamela Milne, “This was the best server install I have ever been involved in and I have been around IT for some time.”

OCD is obsessed with delivering the best possible service and Bridgewater Housing Association is typical of the experience our customers have with us.



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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