



A global challenge

SCIAF is an organisation that addresses the underlying causes of poverty in over 20 countries across the globe and helps people in these countries work their way out of poverty.

Like any modern global organisation, IT is an essential tool which must be reliable and up to date to ensure that SCIAF can stay on top of all its projects and the 'business'. Recently the permanent IT officer left forcing SCIAF to re-think its IT arrangements.

“OCD are really proactive. We know that our systems are maintained and looked after properly and we know what will need replaced or upgraded in advance. OCD make it all easy.

Ann Karlin, SCIAF

Virtual IT Department

When the IT officer left the organisation, the most important thing was to find a way to put in place a cost effective service that would ensure SCIAF's systems were maintained effectively and supported properly.

“One of the things we really like about the relationship we have with OCD, is that there is a core team of people who look after us very well, so they know us, they know our set up and as a result we believe we get better service,” stated Ann Karlin.

Our Virtual IT service provides organisations with an outsourced IT department where we assign a team of experts to provide the core service to maintain and support our customer's systems. We also draw on some of the deep expertise we have in specific areas that our customers would likely not be able to draw on with an in house IT team.

A proactive IT maintenance and support organisation is an essential business service for many companies, when it includes the deep expertise and experience that we provide, it becomes a business benefit as well as a business service.

“Nearly every fault is resolved in less than half the time allowed in the service agreement.”

Ann Karlin, SCIAF

Excellence as Standard

With an agreement like this, information is vital to both parties and we meet regularly to update SCIAF and get updates from SCIAF.

To date, we have outperformed our service agreement significantly and helped SCIAF both reduce cost and improve the reliability and availability of the organisation's 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

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