



Case Study – SPD Print Solutions

24 hours a day

SPD Print Solutions is a print company that does everything from print design through to the print of all kind of promotional print including billboard posters.

With a 24 hour operation, the company needs to have software and systems that work especially since print production is controlled by computerised systems.

“It’s really simple. If a system fails we can’t print and we lose both money and customers,” states Scott Winter

“Our operation runs 24 hours a day and relies almost entirely on computerised systems. They just have to work.”

Scott Winter, Managing Director
SPD Print Solutions

We don’t have time to react.

For companies like SPD Print Solutions where the operation is in constant production, the traditional reactive approach to IT support just doesn’t work. By the time the support call comes through it’s already too late and the company would be falling behind.

Our approach to this kind of requirement needs an entirely proactive approach with regular planned maintenance and support to ensure that there are no areas or elements of the overall systems that are at risk or which can potentially cause a failure. On that basis we have scheduled maintenance and support routines that we work through. With over 25 PCs / MACs and the normal collection of servers and applications, this is not a trivial IT environment, particularly when the specialist print management software is included and it does require proactive maintenance to ensure that it is robust.

While no one can guarantee 100% up time we get very, very close to it and if something does go wrong, we provide our highest level of reactive support through our Gold level support package. Fortunately only on the rarest of occasions do we need to react to a support call.

“OCD are a reliable, sophisticated IT support company, we rely on them totally for our IT needs and the results justify this”

Scott Winter
SPD Print Solutions

It’s about thinking ahead

With an increasing number of companies working longer hours, their IT systems also have to work longer hours just the same as SPD Print Solutions.

We know that the only way to deliver this is with a proactive support and maintenance programme. Our helpdesk figures show that a proactive approach to Network Servers reduces incidents by more than 50 percent, which means more up time and more productivity for our Clients.



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

www.oed.co.uk

0141 771 5069

OCD, 2 Panorama Business Village, Blairtummock Place, Glasgow, G33 4EN