



The value of tradition and the strength of IT

McWhinney Richards is a 3 partner, general practice legal firm from Airdrie in central Scotland. With a wide range of different services, they need systems that are modern, reliable and productive.

3 years ago, the practice decided to renew its systems to keep them up to date and to ensure they were operating as effectively and efficiently as possible.

“If the systems go down, I might as well just go home they are that critical to the business of our legal practice

Bruce Wilkie
McWhinney Richards

A trusted relationship

“We have worked with OCD for over seven years and we have always been impressed with the way they look after us, so when it came to upgrading the systems, OCD was the natural choice,” reports Bruce Wilkie the Office Manager.

Our aim as always was to make the transition from the old system to the new one as quick and painless as possible with minimum interruption to the business itself. The full upgrade was completed in a day with all systems and servers deployed throughout the practice. We provided training and mentoring to the users over a further day ensuring that everyone was up to speed on the new setup. In every respect this project is a good example of the way we think about our customers’ aims. What they want is the right systems and little or no hassle or fuss, in putting them in place and then having them supported so they can concentrate on running their business.

“We aren’t technologists and we don’t know what we should have and more importantly what we shouldn’t. So having a partner like OCD who we can trust to put the right things in place and who we know will make sure they work, are reliable and add value is really important to us, it’s one of the many benefits that working with OCD provides” states Bruce Wilkie.

“The level of service we enjoy is of the highest standard. OCD really get what it is that their Clients want and need.”

Bruce Wilkie
McWhinney Richards

The case for support

OCD provide support to the firm which Bruce Wilkie describes as “Always way ahead of the published service level agreement.”

We have a service level in place which drives us to fix problems before the response time threshold allows for. As with all our customers including McWhinney Richards, we go above and beyond to make sure we deliver on our promises.



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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