

Case Study – Connect Support Services Ltd



We are in London, OCD are in Scotland

Connect Support Services Ltd is a successful, growing support business based in London. The company has grown primarily because it promises very high quality service and support and more importantly delivers it.

Occasionally the company has a project or a support requirement in Scotland and in many cases it is almost impossible to put someone on the ground in a timely fashion. That is where OCD comes in.

“Our businesses are very similar. Like OCD we focus on delivering the very highest quality of IT advice, support and service, which makes both companies quite rare.”

Mark MacGregor, Chief Executive
Connect Support Services Ltd

Delivering against someone else's promises

It is actually very difficult to find a sensible partner in the support world because of the way in which a lot of companies work. Trust is an essential part of the equation. Not just that your partner won't try and steal your customers, more that the work done on your behalf is to the same high standard expected both by Connect and the customer.

“We had tried working with a number of partners in the past, but in most cases the promises were never backed up with action,” states Mark MacGregor, “OCD have been good to work with. When the team say they are going to do something they do it and deliver to the same high standards of technical and service excellence our customers expect.”

For us at OCD this is high praise, but in truth this is what we do, every day, for every one of our customers. With a well documented and efficient set of service and support processes and operating to ITIL standards, we know that the work we do is important and our customers depend on us to make sure that their systems are as reliable as possible.

“Finding a good, reliable IT partner can be extremely difficult. With OCD we can be confident of their integrity and their professionalism to represent us well”

Mark MacGregor, Chief Executive
Connect Support Services Ltd

The partnership works, because OCD Does

“There isn't a lot of work in Scotland for us that needs an onsite presence, but knowing that OCD are there, gives us confidence that we can offer a full service to clients with a presence in Scotland,” states Mark MacGregor.

This is a good partnership in action where both parties can rely on each other to work professionally and deliver what is expected of them on time, every time.



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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