

Case Study – David Devine & Company



We're not technicians and we don't want to be

David Devine & Co is a small legal practice based in Glasgow. In 2007 the company was setting up its new offices and needed as most do these days, telephone systems, computer systems and a company to implement and support them.

"We aren't in any way technical," explains David Devine, "We are lawyers, so what we really needed was a company that would understand us and then simply get on with it."

"I am pretty cynical about the promises made by technology companies, but OCD have surprised me and delivered everything the way they said they would"

David Devine
David Devine & Company

They did everything, we just turned up and started using it

Our role from the outset was to define the requirement based on David Devine & Co's business requirement making sure that the company would have a reliable and as much as possible future proofed set of systems. "I had everything checked by an independent consultant before agreeing to go ahead and was told that everything proposed by OCD was absolutely in order," comments David Devine

As with all our similar projects we had built and tested the entire solution prior to deployment so that the day of the office move, the phone systems, data connections and systems were implemented and working for the customer on the day. We set the system up with remote monitoring as well ensuring that if any problems arise, we usually know about it before David Devine & Co do and very often we have fixed it before it has any effect on the company.

Since the system was implemented we have provided our normal proactive support and maintenance programmes to the company, which keeps the systems in better condition than traditional break fix type arrangements and ensure that David Devine & Co's systems are more reliable than normal

"In three years, we have never had any unscheduled outages. I think that says everything anyone needs to know about OCD"

David Devine
David Devine & Company

We understand each other

"One of the things we really like about OCD is that they just get on with it without any fuss," states David Devine.

It might sound a bit obvious, but to us, our customer's business and they must be able to work. So our focus is simply on making sure that the systems and support we provide deliver all the time. This is why David Devine & Co have not had any unscheduled downtime in the 3 years we have been supporting them



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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