



**Serving Solicitors since 1668**

The Royal Faculty has been representing and helping solicitors in the west of Scotland for almost 350 years. It is not a large organisation, but it plays a key role in the legal profession delivering CPD, an extensive library, an audit function and representing solicitors.

Consequently it holds a lot of both confidential and extremely important data on its systems that just cannot be lost or corrupted. The organisation had been working with an internal IT function but found it did not deliver what the organisation needed

“We are a small organisation so we absolutely rely on our external providers to support us in what we do”

John McKenzie  
Royal Faculty of Procurators Glasgow

**Peace of mind is more important than anything else**

“We know from experience that trying to manage a small in house IT function is more expensive and difficult than it is worth, so finding a reliable, external provider like OCD was the right answer for us,” adds John McKenzie.

Like many small organisations the RFPG relies on its IT systems to enable the business to operate, but at the same time, the organisation does not have a specialist IT function in house. So they have to rely on an external party to act as their IT department. This is what OCD does for the RFPG.

“When we started working with OCD, there was the usual nervousness about how effective they would be as a team. Our nervousness was replaced very quickly with peace of mind,” comments John McKenzie.

Our proactive and planned approach to IT support meant that we quickly put a plan in place which we agreed with RFPG to provide a planned support and maintenance programme that means their systems are much less prone to unscheduled outages or failures, which keeps the team working and doing the vital work they do for solicitors.

“Peace of mind is the phrase that best describes our impression of using OCD for our IT support”

John McKenzie  
Royal Faculty of Procurators

**Focused on what we need**

“We know we can rely on OCD and we know they will be there when we need them. This is the kind of support our organisation needs to make sure we can do what our members need us to, when they need it,” states John McKenzie

The services we provide the RFPG are no different to those we provide to other organisations nor is the level of service. So if you need an IT support company that you can rely on, get in touch and we’ll be happy to understand your needs



### **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](http://www.oed.co.uk)

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