



### No ceiling for this roofing company

Graham Roofing is a successful roofing contractor based in Glasgow. The company has been enjoying a period of rapid growth in the last few years and has doubled in size.

With the company growing quickly Graham Roofing identified that its previous IT arrangements were no longer adequate.

That's where we come in.

“As we continue to grow our IT becomes ever more important and so does our need to have it supported in the most professional manner”

Alan Thorpe  
Operations Director, Graham Roofing Ltd

### Supporting Growth needs real skill and quality planning processes

With Graham Roofing growing rapidly, our role is slightly different. Yes we have to provide stable and reliable systems via our proactive support service, however, we also have to work closely with the team to help and advise on their plans for supporting the business as it continues on its expansion. “Our IT support is so important to us that we changed from our previous supplier to OCD in mid contract. It had become clear that our need outstripped the previous incumbent’s capability” expands Alan Thorpe.

“One of things that really makes OCD stand out is the balance of the overall team. They have all the expertise we need to support our business. We haven’t done a complete analysis on the benefit of working with OCD at this stage, however our initial impression is that we have definitely made the right decision,” comments Alan Thorpe

Graham Roofing’s IT challenges are ones we are used to meeting and overcoming using our proven, proactive approach to IT support that significantly reduces our customers’ average annual downtime.

“The transparency and professionalism of OCD is exceptional. In a short period of time we have come to really value the OCD team.”

Alan Thorpe  
Operations Director, Graham Roofing Ltd

### Transparent Value

“The big thing for us is transparency. We need to know what is going on. OCD give us this” states Alan Thorpe.

“The relationship between OCD and Graham Roofing is only a few months old, but in that short period of time our choice has proven to be right time and time again.

Price isn’t our first concern, but I have to say that the value of OCD’s services outstrips our previous IT provider, for a very comparable price” concludes Alan Thorpe.



### **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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