



Case Study – The Tulloch Trust

Reactive support doesn't work

The Tulloch Trust is the largest youth charity working in West Dunbartonshire providing inspiration and opportunities for over 400 children and young people aged 9 - 17 annually. Tulloch provide a secure feature in young people's lives, giving them the skills and experience to build confidence, self-belief and respect.

Tullochan's previous IT provider was very reactive, response was slow and it was beginning to affect the morale of staff working on their day to day jobs.

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David Craig
Head of Fundraising, The Tulloch Trust

Finding the right IT partner is crucial

True value needs to be measured not simply on the obvious investment of the support package, it needs to be measured on the real return on investment and the difference it can actually make to the effectiveness of a team and the morale in an organisation, our Clients experiences is cheapest is rarely best!

“Our previous IT company was essentially a very small operation, usually just 1 or 2 staff, and therefore was very reactive to issues and could take a few days to deal with the problem.” comments David Craig, Head of Fundraising for The Tulloch Trust.

The team at Tulloch found using the IT to be demotivating and demoralising until OCD stepped in and organised the IT as it should be, fixed outstanding issues and provided the promised level of support,

David Craig comments, “OCD bring a tremendous amount of IT experience backed with sound and very knowledgeable staff. They very quickly audited our infrastructure and presented some cost effective solutions which would improve our systems. We have quarterly meetings with them to review things and discuss and plan the months ahead.”

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The OCD experience

“OCD are different breed to other organisations we've worked with in the past. They really do care and will ensure that the guidance and advice is relevant to your needs whilst trying to identify cost effective solutions” states David Craig.

“If asked to describe OCD in a few words, I'd say - Professional, experienced, caring and good value”

If you need your IT taken care of properly then get in touch and find out why organisations like The Tulloch Trust choose to work with us.



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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