



Case Study – Termack Drawing Services

Outsourced support lets you do what you do best

Formed in 1980 Termack Drawing Services provides 3D CAD draughting, design and structural steel detailing services to the engineering, structural steel and oil industries throughout Britain

The team at Termack work to tight deadlines every day.

Before using OCD for their IT Support, Termack attended to any technical issues themselves, however, as the business grew, they were beginning to find this was unmanageable and they called on OCD for IT support.

“We now have a company we can rely on, the peace of mind that provides is great. The OCD team speak to us in English, not jargon”

Ian Seath
Partner, Termack Drawing Services

Working to tight deadlines requires a company you can rely on.

“Before OCD our IT support was taken care of by me. This worked fine when we had a few systems, however, as we started to grow, we needed a better solution which would allow us to provide our services to Clients easier and allow me to concentrate on running the company and taking care of the Clients, not troubleshooting IT issues.” comments Ian Seath, Partner of Termack Drawing Services.

When we were introduced to Termack they were going through a period where they were virtually doubling in size. They needed to update their systems and introduce technology which would give them the correct platform to operate from and be able to provide the service that Clients demanded. After some initial consultation we provided the infrastructure that Termack could build on and we have provided on-going advice, development and support throughout the last decade.

Ian Seath comments, “It’s kind of a leap of faith when outsourcing your IT support and advice to a company when you’ve taken care of it yourself for such a long time, however, I can safely say it has been an excellent investment. OCD have been extremely flexible as our business has changed over the years, moulding their service to suit us as opposed to fitting us in to a package that suits them.”

“OCD provide us with a quick response to our technical issues which is essential to our business.”

Ian Seath
Partner, Termack Drawing Services

The OCD experience

“OCD have taken care of us for over 10 years now. They are a trusted partner and advisor for all of our IT needs.”

“If asked to describe OCD in a few words, I’d say – Peace of mind service, helpful, experienced and a company you can rely on”

If you need your IT taken care of properly then get in touch and find out why organisations like Termack Drawing Services 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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