



Case Study – Brown + Wallace

Moving to a new future

Brown + Wallace offer a full range of professional construction consultancy services across a diverse range of market sectors. Each client receives a bespoke response based on their particular requirements and our wide and varied experience allows us to develop innovative solutions to meet our Clients' goals and aspirations..

"Whilst we were generally happy with our previous provider and there is the overriding belief that it's best to stick with the company that knows your systems, we decided to make a change after moving office in 2009." comments Ian Macleod of Brown + Wallace.

"OCD are a pro-active, forward thinking company that views their customer's business as important as their own."

Ian Macleod
Brown + Wallace

The service from OCD is definitely pro-active as promised.

"We find the majority of our competitors are very reactive in operation, even when they promote themselves as pro-active, the reality is that means they simply check an email report from your server once per day. Our systems continually check the status of your network throughout the course of the day and automatically issue alert emails to the helpdesk in addition to voice alerts which the support team hear in real-time and can act on immediately. The result of this is that, on many occasions, the first time a Client knows there is an issue is when our team call to tell them we are actively working on a call for them", comments Kevin Ashcroft, Managing Director of OCD.

This is backed up by Ian Macleod who says, "I was checking for updates and completing maintenance tasks myself as my previous provider would normally charge for these. I really like the pro-active monitoring and the advice OCD provide off the back of this service. It makes a real difference to the time I need to spend worrying or dealing with IT related issues allowing me to concentrate on my core role in the business.

I like how there is never any quibble whether a task is included in the service agreement which makes my life simpler and easier. The team at OCD are very knowledgeable and efficient".

"The team at OCD are very knowledgeable and efficient. I would happily recommend OCD to other organisations that require IT systems and support"

Ian Macleod
Brown + Wallace

The OCD effect

Ian Macleod comments "OCD are definitely more monitoring oriented which can only be a good thing. That combined with their knowledge and efficiency definitely makes a difference to us".

If you need your IT taken care of properly so you can concentrate on growing your business, then get in touch and find out why organisations like Brown + Wallace 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 organisation's 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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