

Case Study: OCS

The Customer

OCS is an international facilities management company that works with organisations to deliver their essential services globally.

Our Relationship

transACT has been a technology and audio-visual partner for OCS since 2019.

Business Challenges

With customers and locations based all around the world, it was vital for OCS to upgrade its collaboration and communication systems.

“ The transACT team delivered a project that exceeded all expectations. Our digital workplace systems collaborate seamlessly, allowing us to take our meetings to the next level. ”

Andrew Mahony, OCS



OCS increase collaboration and user productivity with transACT Technology Solutions

The Customer

OCS is an international facilities management company with a long-standing heritage of providing quality services to its customers since the 1900s. OCS has grown into a people-oriented business with over 80,000 colleagues and 20,000 customers across the UK, Ireland, Asia Pacific, and the Middle East. OCS has a strong set of core values shaping its approach to business—Care, Trustworthy, Safety, and Expertise—which has earned them numerous awards for its commitment to health and safety, service excellence, customer service, innovation, and innovation sustainability.

With a focus on providing essential services, OCS is dedicated to delivering expert solutions that add value to its customers.

Business Challenges

As part of ongoing improvements, in line with business objectives, OCS were refurbishing their headquarters, based in Dublin and approached transACT Technology Solutions as an AV and Digital Workplace specialist.

As a long-term technology partner of OCS, transACT understood the objectives of simplifying the user experience and reliability for OCS. The audio-visual fleet, which was beyond the typical refresh period, was cumbersome for staff and not aligned with today's video conferencing standards. With customers and staff located across the globe, it was vital to ensure everybody could communicate effectively, regardless of location or environment.

Collaboration

transACT worked on a consultative basis, understanding the customers desired outcomes and providing the correct solution to meet the needs of the business, including timeframes and budgets.

transACT provided a new unified communication platform that would support presentations, Video conferencing meetings, and staff engagements throughout the different areas of the business. The platform was designed to support Microsoft Teams integration and BYOD, allowing staff to join meetings and make use of their own devices easily. The solution was designed so that any device can connect to any system seamlessly, creating easy-to-use, collaborative spaces.

In addition, transACT provided an array of displays for the help desk and security control centre, creating a network operating centre, guaranteeing that staff at both locations could easily monitor the company's activities to ensure everything was safe and secure.

Upon completion, transACT provided comprehensive training to ensure that all staff have a thorough understanding of the systems provided.

The project was a success, with completion on time and on budget, and has significantly improved the way the Dublin headquarter teams collaborate and communicate internally and with their colleagues and customers worldwide.

Business Outcomes

"transACT has provided OCS with a comprehensive workplace technology solution to upgrade our audio-visual systems. The project has meant OCS has the latest communication technologies in our boardroom and meeting rooms, executive offices, help desk, and security control centre, making our meetings and collaboration more effective and efficient.

The transACT team delivered a project that exceeded all expectations. Our audio-visual systems collaborate seamlessly, allowing us to take our meetings to the next level."

Andrew Mahony, IT Business Support Manager, OCS