

OCP

DELIVERING
PROGRAMMES
AND PROJECTS



Case Studies

Sales Database Tool

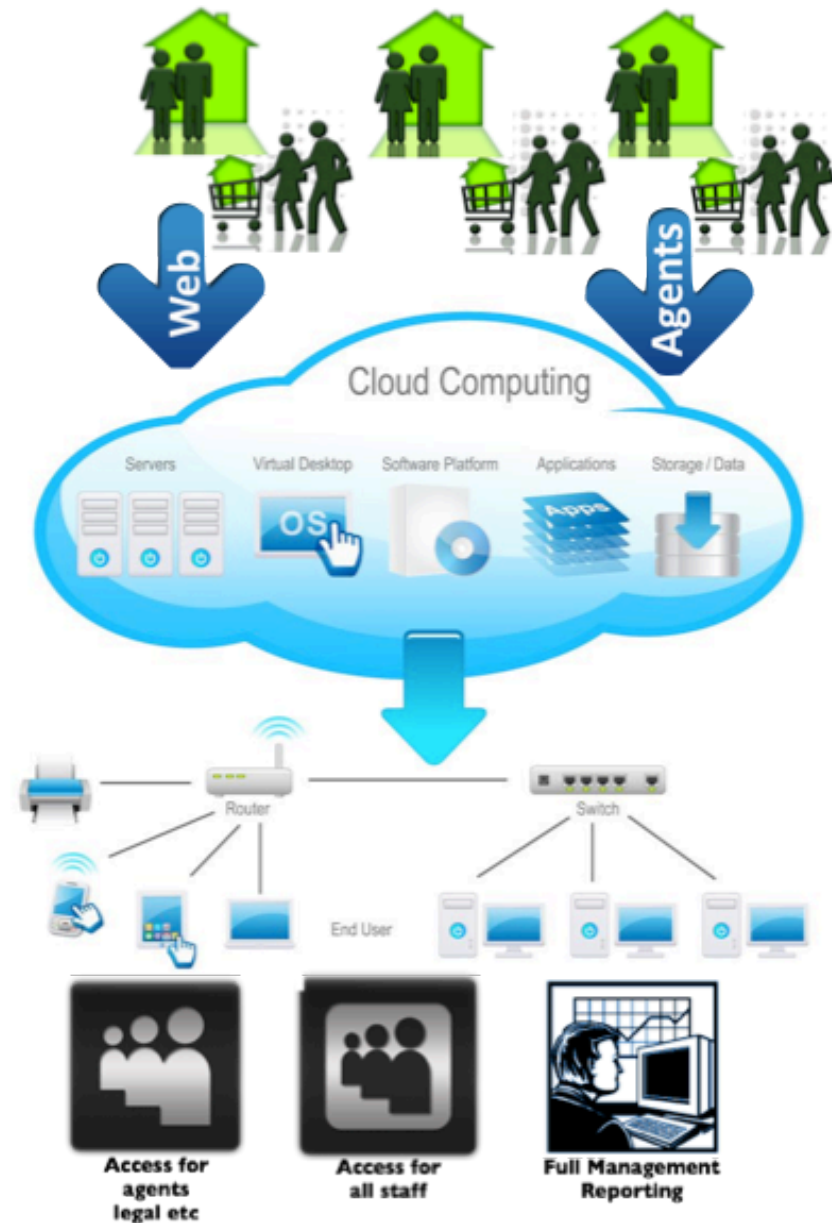
Industry: Housing Sector

Location: Ireland 2010/11

OCP set-up a sales and marketing structure for a new business with focus on long term sales of property.

OCP proposed an innovative Information Technology solution that supported the sales processes, allowing staff and multiple external users to share information and identify key buyers to increase sales.

The system provides 24/7 reporting, required no IT infrastructure and allowed the client to develop increased knowledge and sales.



Document Management / Enterprise System Implementation

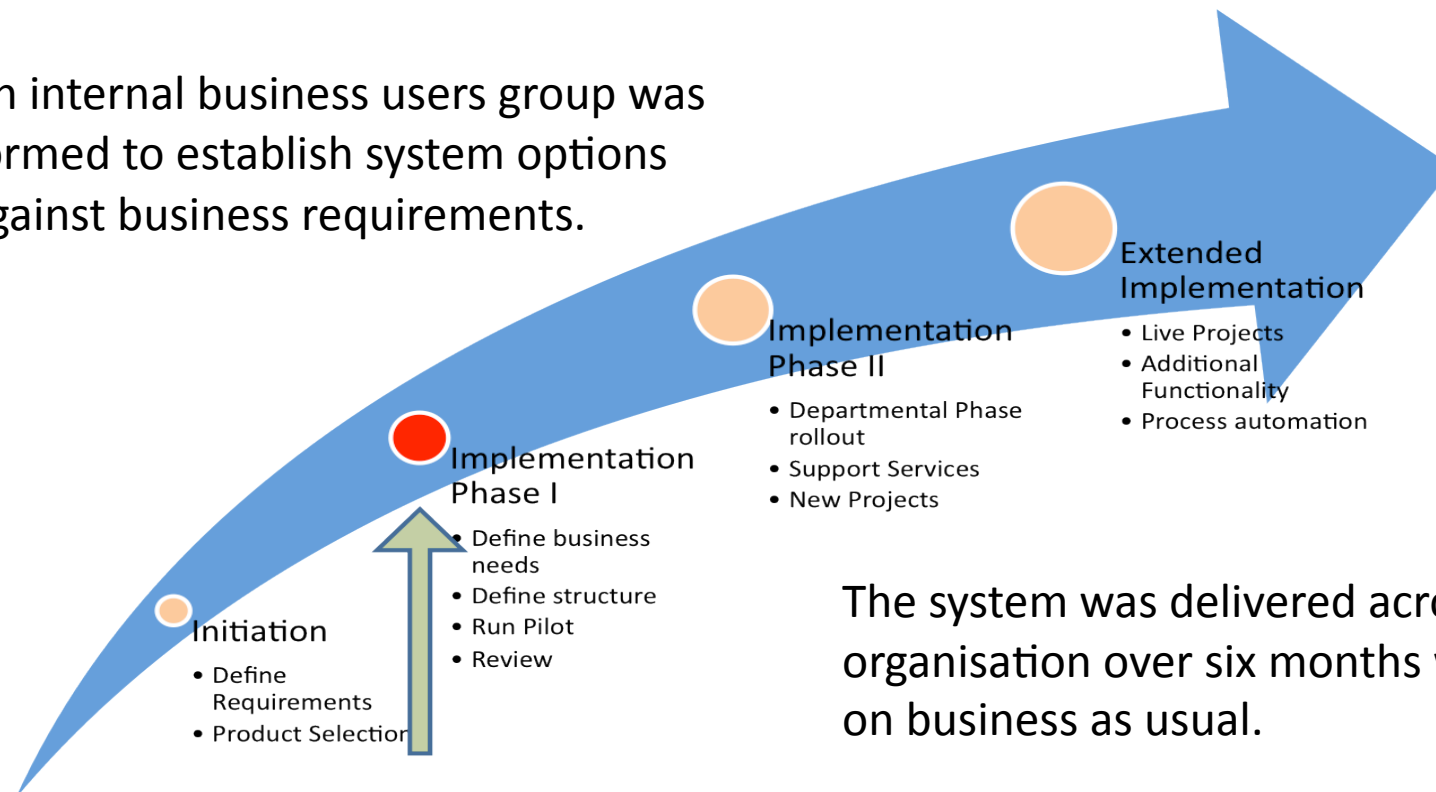
Industry: Construction

Location: Ireland and UK 2009

Undertaking a detailed business review across all sectors and regions of the business.

An internal business users group was formed to establish system options against business requirements.

Following market research a short list of suppliers was selected, interviewed, referenced and system tested.



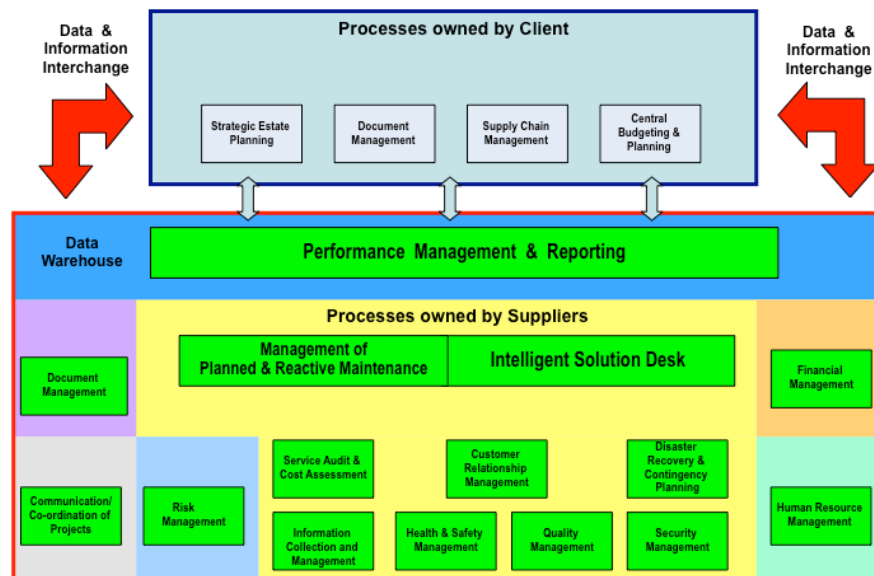
The system was delivered across the entire organisation over six months without impact on business as usual.

Management Information Centre

Industry: Estates and Facilities Management

Location: UK

Through consultation with the client organisation a proposed system was selected and specific software adaptations were agreed with the client and developed into the user interfaces.



The system required (high) security accreditation as well as being interfaced with external parties responsible for the delivery of services.

Detailed development of performance assessment and monitoring, reporting and auditing was developed.

Measures		Target	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Response to Emergency Incidents														
REI03	Percentage of Reactive call outs achieved within Contractual response times	100%	⬇	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆
REI04	Average response time for reactive emergency call outs as % of contract times	50%	⬇	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆
Response to Category 1 Defects														
IR01	Percentage of Cat 1 defects made safe or repaired within 24 hour response time	98%	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆
IR02	Percentage of Category 1 defects repaired within the 7 day response time	98%	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆
IR03	Percentage of Category 1 defects repaired within the 28 day response time	98%	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆
Customer Satisfaction														
CS03	Percentage of complaints received that require(d) corrective action	0%	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆
CS04	Percentage of complaints received that require corrective action closed in 10 days	100%	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆
Environmental Amenity Index														
EAI01	Average of percentage scores recorded across the 10 EAI categories	85%	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆
Site (Workplace) Safety														
SS01	Area Injury Frequency rate based on the number of RIDDOR 'reportable' injuries	0.40	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆
SS02	Area Injury Frequency Rate, based on the total number of injuries reported	4.27	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆
Predictability of Resource (Accruals) For casting														
EF02	Percentage variance between actual and forecast value of work completed in the month	±5%	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆
EF04	Percentage variance between actual and forecast value of work completed in the financial year to date	±2%	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆
Water Maintenance														
WM01	Number of reported instances of ice on the network	0	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆	⬆