

OCS upgraded collaboration for 80,000 colleagues worldwide - starting at the top

The Outcome

OCS, an international facilities management company with over 80,000 colleagues and 20,000 customers worldwide, was running AV infrastructure at its Dublin HQ that was past its refresh point. Presidio upgraded the full suite - boardrooms, meeting rooms, executive offices, help desk, and security control center - delivering a unified communications platform that connects OCS's global teams as effectively as if they were in the same room.

How They Got There

Presidio worked consultatively with OCS to understand their desired outcomes before specifying a single piece of technology. The resulting platform was built around Microsoft Teams integration and BYOD support, so any device can connect to any system without friction. Displays for the help desk and security control centre created a unified network operations view. Staff training at completion ensured adoption was immediate and confident.

Why It Worked

OCS had 80,000 colleagues operating across multiple continents - the quality of their collaboration technology directly affects how effectively the business runs. Presidio's long-standing relationship with OCS meant the team understood the objective wasn't just a technology refresh. It was removing the friction that was making internal and client communication harder than it should be.

The Situation

OCS is a facilities management company with 80,000 colleagues and 20,000 customers across the UK, Ireland, Asia Pacific, and the Middle East. As OCS was refurbishing its Dublin headquarters, the existing AV fleet was identified as a priority: it was past its typical refresh period, cumbersome for staff to use, and out of step with the video conferencing standards that a globally distributed business depends on.

The Approach

Presidio engaged OCS on a consultative basis - starting with desired outcomes, not technology specifications. The resulting solution replaced the existing AV fleet with a unified communications platform designed around Microsoft Teams integration and BYOD support, ensuring that any device could connect to any system without configuration overhead. Presidio also supplied and integrated displays for OCS's help desk and security control centre, creating a unified view of operations across both locations. Comprehensive staff training was delivered on completion.

The Result

OCS's Dublin HQ now operates with a unified, platform-agnostic collaboration environment that connects the organisation's global teams. The Microsoft Teams and BYOD-native design means there is no friction for colleagues joining from any device or location. The project was completed on time and within budget.

"The Presidio 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, IT Business Support Manager, OCS

80,000+

Colleagues across UK, Ireland, Asia Pacific, and the Middle East

On time

Delivered on schedule and within budget

Unified

Microsoft Teams + BYOD - any device, any meeting, any location