

# OcucoRelcon Invest in Customer Support Technology



Linus Russell, Operations Manager, OcucoRelcon

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THE NEWS DESK

OcucoRelcon's commitment to its Acuitas and FOCUS practice management software users is supported by news that the company has rolled out, across all three of its UK and Irish offices, the widely-respected REMEDY software to enhance its already highly regarded customer support and quality management.

Vodafone, Diageo, Sainsbury's and the Department of Defence are amongst other high profile companies using Remedy. The considerable investment by OcucoRelcon signifies the software company's intention to maintain the efficiency of its support as the company expands, particularly into electronic ordering and improved supply chain services lab management software which interfaces with its practice management systems.

"Remedy is a top enterprise solution. It is a big commitment by OcucoRelcon and its scalability signifies plans for growth. Remedy will support that growth," said John O'Mahoney, Account Manager of Remedy licensee, Client Solutions.

Linus Russell, OcucoRelcon Operations Manager, agreed:

"For our customers the biggest impact of Remedy is the visibility of how we handle their calls. We want to provide an unrivalled service and are committed to being the most professional software provider with the best customer service in the industry. It is important that we provide an excellent follow-up service. Many of our customers come to us because of the reputation of our support. The feedback that we get is excellent, but we want to make the tracking more visible."

The Remedy software is linked into OcucoRelcon's website and facilitates user access to track progress of the original call without having to pick up the telephone -

"Our users can see how the issues that they have raised are progressing. They can also enter new information, either by email or via the website," added Linus.

After looking at other support desk management systems, Remedy was chosen for its scalability, flexibility and the ability to customise the software to enhance OcucoRelcon's own help desk –

"We have been able to add customer-specific information to our FOCUS, Acuitas and DRS users so that when we receive a call we can, for example, immediately see which anti-virus version they are using or which particular modules they have. We can also track any problem live from any of our three offices," added Linus.

[www.ocuco-relcon.co.uk](http://www.ocuco-relcon.co.uk)

Issued for **OcucoRelcon**

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**About OcucoRelcon**

OcucoRelcon provides patient relationship management software solutions – *Acuitas* and *Focus* - to more than 1,000 independent practices, medium sized groups and large chains. OcucoRelcon dominates the UK and Irish optical market and has the largest optical software delivery infrastructure in Europe.

DRS Computing, the optical laboratory software division of OcucoRelcon, is the UK market leading supplier of Rx lab systems. The company's *Labman* software operates in more than 60 labs throughout the UK and Europe. OcucoRelcon's full complement of software for the optical supply chain provides a platform to build partnerships in online ordering.

OcucoRelcon, which has offices in Cardiff and Dublin, was formed by a merger of Ocuco's UK and Irish software divisions and Relcon Software in August 2006.

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