

MARK SOUTER
ICT OPERATIONS/ACCOUNT MANAGER
OCG ESTATES

Company: OCG Estates is a property management company created in 1963 who owned Helvetia House. Helvetia House is an office block that stands 8 floors high with a west wing extension of 3 floors and each floor covering an area of 1000m². It is the home of nearly 90 companies with over 450 people.

Date: February 2014 – January 2019

Responsibilities:

- New Projects, Support and Management for tenants (89 companies in building ± 450 users)
- ICT Project Management
- Implementing of new infrastructures and increasing offerings
- Procurement and Budgeting
- ITSM/ITIL
- Ensuring better customer experiences through quality services and procedures.
- Design and installation of networks with service options.
- Sales and Marketing
- Project management and operations.
- 3D design and graphics

Management. After the buyout of Sandbox holdings I was employed at OCG Estates. OCG had close to 90 companies as tenants, a full maintenance crew of 12 and cleaning services. Their IT was outsourced as was that of the tenants in the building. I saw this as an opportunity to create an IT sector in OCG, saving costs and down time due to support not being onsite as well as increasing their offerings.

I created a website for OCG Estates and introduced them to social media where tenants were now able to ad posts, see news and be alerted without having to draft up a mail shot if there was something to be mentioned. I upgraded their network to run more efficiently with the proper firewalls and threat management devices set in place. Back up systems were now in place which would also become an offering for the various tenants in the building.

Failover devices were set in place so that the network had a much higher redundancy than any outsourced company providing a service to them. I expanded our server capabilities and created a private cloud server for our new prospective clients. Security was a much higher due to the fact that they were now protected by our UTM devices and NGFW's were set in place. In addition to our offerings we could now do full network design and installations to new companies and service existing. The IT department was now contributing to OCG's revenue.

This however was not just IT and maintenance, I consulted with the companies, presented our offering and closed the deals. I also designed new receptions and forecourts for Helvetia house and their tenants as well as build and install them. I managed and oversaw all maintenance work that was carried out by the maintenance crew, which entailed: building, plumbing, electrical work and structural additions.

Yet again OCG shareholders wanted to sell out and a large organisation took over and replaced all staff with their management staff.