



Outsourcing customers give Computacenter vote of confidence in independent survey

Computacenter is more likely to be recommended by its outsourcing customers than other major service providers.

According to research by EquaTerra Research, Computacenter has the highest recommendation rating for the 24 providers evaluated in the survey. Computacenter also received a high customer satisfaction rating from its UK customers, taking third place in the EquaTerra outsourcing league table with a score of 78%.

Chris Webb, Managing Director of Operations for Computacenter, commented: "Customer satisfaction is fundamental to all our services. We have a philosophy of 'doing the right thing', which means taking a customer-focused approach at every stage of an outsourcing relationship."

Computacenter provides a range of outsourcing and out-tasking services to customers such as Unipart, Parity

and Eversheds. The IT solutions and services provider supports more than 1.5 million client devices, 750,000 users and 70,000 servers on behalf of its customers.

The EquaTerra survey asked the UK's 160 top IT spenders to rate the different outsourcing providers that they worked with. The responses from Computacenter's customers placed the company among the top five providers for contract flexibility, meeting original expectations, relationship management and market price conformity.

"This independent report demonstrates how our continuous improvement initiatives have enabled us to optimise service quality without impacting the price point for customers," comments Webb. "We have developed a range of service delivery methodologies that help maximise the value of outsourcing for our customers.

These best practices are constantly

being enhanced through our Shared Services Factory, which ensures our outsourcing services remain reliable, predictable and affordable."

Computacenter's scores have increased in every performance area measured by the report, which was conducted by EquaTerra at the end of 2009.

Jef Loos, EMEA Research Director at EquaTerra, commented: "The Outsourcing 2009 report enables organisations to benchmark the top UK service providers, and make more intelligent investment decisions about how to best manage their IT outsourcing deals."