



Support and Maintenance

With the largest independent engineering force in the UK, Computacenter provides cost-effective Support and Maintenance services.

Business challenge

With IT departments under pressure to deliver more for less, meeting demand from the business while also maintaining service quality is increasingly difficult.

Downtime – whether it affects the datacenter, the network or end-user devices – can cause significant disruption to a business. Organisations must have adequate maintenance services to minimise the impact of IT issues. However, providing this level of service can be costly, unless appropriately tailored to an organisation's specific needs.

Other operational activities often involve responding to peak demands, or require skills and experiences not readily available in-house. Employing contractors can help to fill the resources gap, but IT departments then have the burden of sourcing and managing temporary staff.

In addition to 'keeping the lights on', IT departments must also be able to support a range of strategic initiatives. These projects can also require additional resources and expertise beyond the day-to-day operation of IT.

Computacenter solution

Computacenter's Support and Maintenance services provide organisations with access to multi-skilled resources that complement their internal teams. Our services extend from maintenance, IMAC and ad-hoc support to providing trained operations staff and service desk analysts to work as part of your internal team.

Scalable: Computacenter provide support through fixed term contracts and 'on-demand', to address peaks in workloads. Our services are delivered as and when you need them via onsite engineers, shared service engineers or our Mobile Support Centre.

Accountable: On-site resources and services are supervised by ITIL accredited service managers, who will ensure agreed outcomes are met. These service managers utilise our unique Management Operating System (MOS) to effectively manage workloads to increase productivity and reduce costs.

Consistent: Our processes are ISO 90001 quality standard accredited and our staff are security cleared and fully trained. Service levels can be tailored to specific requirements to minimise downtime and safeguard business continuity.

"The partnership will facilitate innovation throughout the contract term and will play a significant part in delivering continued great service to our customers. We were impressed with Computacenter's strong presence in Financial Services and both parties aim to maximise this strategic alignment to its full potential."

Beat Goehring,
Head of PSG UK,
Reuters

On our customers' agenda

These services address three core business issues facing organisations today.



Cost Reduction



Access to Skilled Resources



Risk Avoidance

Support and Maintenance

Key benefits

With access to flexible and reliable on-site resources and effective maintenance services, organisations can safeguard the delivery of core IT services and change projects. Computacenter's Support and Maintenance services facilitate:

Cost reduction: Our services are tailored to customer needs, flexing the level of maintenance and support required. Computacenter operates flexible pricing structures to help you take advantage of the most cost-effective solution, and can itemise resources and project information to help simplify charge-back.

Access to skills: Computacenter can fulfil all your IT support needs through a single source, eliminating the need to manage multiple contractors and agencies. Our engineers and other on-site personnel are quick to adapt to new processes, which helps to minimise costs and maximise results.

Simplification and risk avoidance: Computacenter can provide a single point of contact for integrated services reducing the risk and complexity of managing multiple suppliers.

Why Computacenter?

Computacenter will make your business sharper by removing cost, complexity and barriers to change. We have an open, pragmatic approach, and always provide independent advice, working with IT departments, not around them.

Computacenter serves its clients from offices and facilities across the UK, Germany, France, the Benelux countries and Spain. We also have a support centre in South Africa and a network of global partners.

With 25 years of practical IT 'know how', we will change the way you think about technology. Computacenter's services and solutions are based on the same strong values:

Breadth and scale: We support more than 1.5 million user devices and 70,000 servers on behalf of our customers. Computacenter has a 24x7x365 multi-lingual and global Service Desk operation. Our ability to blend onsite resources with the contractual maintenance of desktop, network and datacenter technology ensures a comprehensive service for our customers.

Expertise: We have the largest independent engineering force in the UK, and have transferred more than 1,600 staff to Computacenter under TUPE. Our consultants hold more than 200 vendor and industry accreditations, and 98% of our service management team are qualified to ITIL standards.

Repeatable best practice: The processes developed through Computacenter's Shared Services Factory enable us to share best practice across our customer base, which means you can benefit from cost-savings and continuously improved service quality.

What next?

To find out how Computacenter's Support and Maintenance service can help you, please contact your account manager or email: enquiries@computacenter.com