



Collaboration Needs Assessment

Enabling organisations to take best advantage of investment in collaborative and interactive technologies.

What we do

Computacenter's Collaboration Needs Assessment service is designed to enable organisations to realise the full potential of interactive technologies, by showing how the adoption of collaborative working can lead to cost-savings, increased productivity and improved communications through either investment in technology or by improving the adoption rate of existing assets.

The Collaboration Needs Assessment includes:

- **Scoping Workshop**

We work with key stakeholders to identify the current working environment, and to gain a full understanding of the business drivers and goals of the organisation.

- **Discovery & Analysis**

We undertake a detailed analysis of the organisation, its business drivers and areas of stress; studying how teams work together, what types of meetings they conduct, how much they travel, and the environmental impact of existing travel patterns.

- **Reporting & Recommendations**

The report produced is presented at a visioning workshop to enable a full discussion of how to improve the use of existing technologies and future trends in collaborative technologies.

- **Proof of Concept**

We work with the organisation to develop an integration plan. Having first agreed a pilot group, the proof of concept trial is then conducted.

Additional collaborative working services including project management, maintenance and support are also available as optional add-ons to the core service.

How it helps

Computacenter will deliver a focused service which also minimises the impact of change on your business and your IT network. This service will help you to:

Reduce costs:

Effective adoption of collaboration tools will reduce the need for travel, thereby minimising expenses and increasing staff productivity.

Continuous improvement:

By improving communication and collaborative working, video collaboration technologies can facilitate faster decision-making and increased efficiency.

The ability to offer more flexible working practices, such as telecommuting, will help improve the work-life balance for your staff and maximise productivity.

Reduced environmental impact:

With fewer staff travelling to meetings, your organisation's carbon footprint will be lower. This will help to minimise environmental damage and aid your organisation's travel-related footprint.

"The collaboration technologies paid for themselves within the first year. By reducing costs and enhancing efficiency, we have been able to align with our strategic goals and better support the wider business and its customers."

Bola Oshisanwo

Director,
Global Development Centre
Programme, BT Innovate & Design

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Why we are different

Scope of expertise

With a combination of more than 10 years of video collaboration experience and Network Infrastructure expertise Computacenter has the ability to deliver audio-visual solutions that are fully integrated into organisations' existing systems.

Flexible tailor-made solutions

We offer a range of solutions for projects of any size. So, whether you need a single audio-visual equipment purchase or a tailor-made, fully managed video conferencing suite, we'll use our expertise to find a system that meets your precise needs.

Established vendor relationships

Take advantage of our strategic relationships with leading vendors in audio-visual technology, including Smart Technologies NEC, Tandberg, Polycom, LifeSize, Panasonic, Sanyo, Samsung ensure you use the best-of-breed technologies.

Full warranty and maintenance

All presentation products come with a manufacturer's warranty. In addition to this, we can provide full warranty and maintenance packages to ensure continued, efficient, cost-effective performance of any installation or facility.

Where we have done it

BT Innovate & Design is responsible for designing, building and implementing the IT platforms, networks, products and services that the BT Group relies upon. The organisation's agile development teams are distributed throughout the UK, the US, India, China and South Korea. BT recognised that by improving collaboration between these teams, it would be able to improve the quality of its development activities.

BT partnered with Computacenter to develop and install a solution based on SMART interactive whiteboards and Internet Protocol (IP) audio-conferencing facilities. More than 100 collaboration workstations have been implemented at BT Innovate & Design offices worldwide and its strategic partners, enabling developers to collaborate in real-time with remote colleagues. Computacenter is also responsible for maintaining and supporting the new technologies.

By enhancing collaboration throughout the development lifecycle, BT has been able to improve application quality and speed to market. This in turn helps to improve customer service, reduce development costs and enhance the delivery of new services to both BT staff and customers. The project, which paid for itself within a year, has also helped BT Innovate & Design contribute to the company's environmental goals by reducing the need for travel and improving productivity.

What next?

To find out how Computacenter's Collaboration Needs Assessment can help you, please contact your account manager or visit www.computacenter.com/audio-visual