



Managed Services for IT Infrastructure Transformation in **Logistics Sector**

The Logistics sector is challenged by spiralling fuel costs. This combined with a decline in demand, brought on by the global economic downturn, makes for a very tough market. As a Logistics operator, this places demands on your IT to reduce operational costs, and maximise fleet and asset efficiency.

Business Challenge

Historically logistics operators have invested in IT but often in a previous generation of supply-chain and ERP solutions, in a different market environment. Many operators are therefore relying on aging infrastructures and systems that are not helping them to keep pace with the demands of the industry and the current market.

Transformational outsourcing and managed services provide a mechanism for operators to refresh their IT infrastructure whilst removing the burden of delivering their own IT, or struggling with a baseline service from a disengaged supplier.

To address the stringent requirements, any IT supplier needs logistics experience, along with strong skills, capability and global support reach. Most importantly the IT suppliers need a deep demonstrable ability to drive out cost from IT whilst transforming it to deploy new technologies.

Why Computacenter?

With customers such as Agility, Exel, and Unipart Logistics, Computacenter has the experience and market understanding to provide business aligned IT infrastructure services to the logistics industry.

Computacenter's key strengths in Logistics are:

- Experience – understanding the pressures of same-day delivery, market consolidation and IT solutions that help differentiate operators in a crowded market
- Flexible financials – ability to offset transformational investments against the lifetime of an outsource as well as 'price per transaction' for infrastructure services
- On-demand flexibility – Scalable services to respond to forecasted, as well as unexpected peaks effectively addressing demand
- Reach – UK-wide field force team for onsite support and provisioning of IT for direct warehouse and distribution centre support

With our managed services, Computacenter can take on existing IT infrastructures and processes and transform them to meet the demands of logistics operators today, not the very different climate in which they were provisioned. This means an intelligent approach to transformation through targeted replacement combined with re-purposing of the existing infrastructure.

"Computacenter provides us with an invaluable technical resource that we can leverage to meet the changing needs of our business. It has significant breadth and delivers real added value."

Duncan Mountjoy,
Services Integration Manager
Unipart Logistics

"We wanted a base of technical skills that would not be weakened by cost-cutting, and outsourcing helped us to achieve this. We also wanted to offer our IT team better career opportunities by working with an IT specialist"

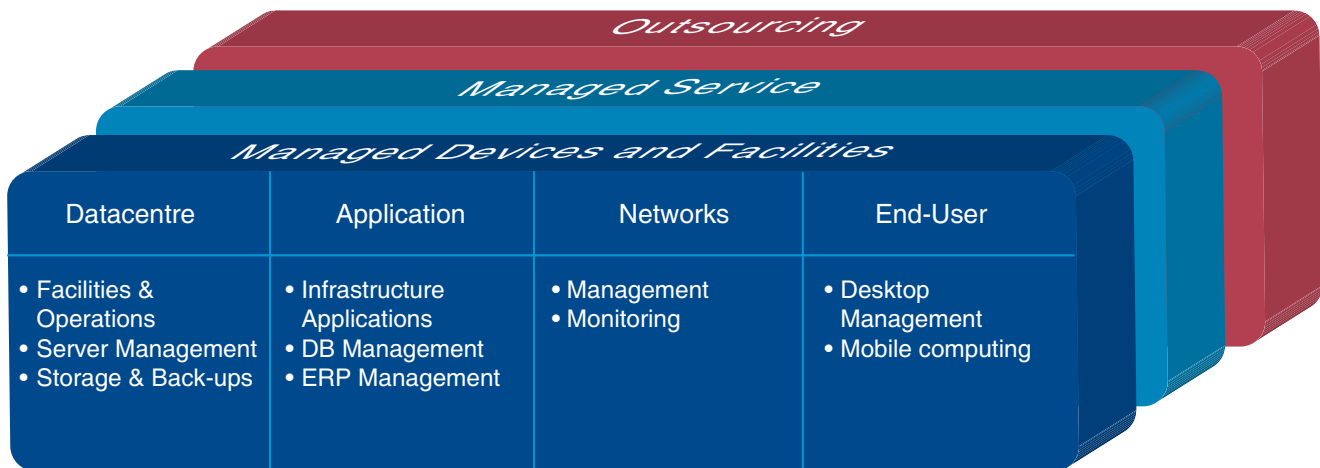
Stef Rigotti, General Manager
Information Systems
Capespan (Pty) Limited

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Managed Services from Computacenter

Computacenter is a leading European provider of IT infrastructure services. Our managed services can reduce organisation's IT costs whilst increasing its efficiency, performance and value. We provide specific solutions filling gaps in the infrastructure provision, through to complete end-to-end IT infrastructure outsourcing. Our Shared Services Factory enables our customers to take advantage of proven, repeatable and ITIL-compatible processes that accelerate innovation, improve service quality and deliver cost savings.

IT Infrastructure Services



Computacenter provide end to end infrastructure services from sourcing, hosting, optimisation and management of the key IT functions of datacentres, applications, networks and end-user technology. The service levels range from a complete outsource to strategic managed services across the infrastructure.

Benefits for Logistics Operators

- **Cost reduction** – reduction in operational cost through Computacenter's standardised processes and methodical service improvement, provided through onshore or offshore operations from an experienced logistics IT supplier
- **Reliability** – Computacenter underpins the business-critical IT of logistics operators to consistently delivery world-class ERP and supply-chain IT infrastructure services
- **Access to skills and capacity** – whether hands-on presence across the UK or on-demand access to processing, storage or application seats, Computacenter provide the resource required without logistics operators having to retain dedicated IT capability
- **Demand fluctuations** – Computacenter offers its customers the benefit of UK's leading Service and Solution Centre providing on-demand capability as well as a safe non-operational environment to prototype new services

What next?

To find out how Computacenter can help you, please contact your account manager or email enquiries@computacenter.com

More resources

A guide to reducing your IT infrastructure costs. For a free online assessment, visit www.computacenter.com/DTO