



End user managed services for optimal staff productivity

With a growing estate of devices and an increasingly mobile workforce, the need for cost control and flexible end user provisioning and management is essential. Unlimited access to information is equally imperative as organisations need to stay agile as competition increases.

Business Challenge

As the flow of information grows, speed of access is critical for companies operating in highly competitive markets.

With mobile working and home working now common, so is the complexity and number of end user devices increasing rapidly. As a consequence, service quality and end user satisfaction is impacted by inconsistencies in technologies, applications and operating systems.

Maximum staff efficiency, delivering the right level of service requires the ability to balance cost and best practices with the flexibility to meet end users' needs.

Organisations with a disparate and costly estate of end user devices, that manage its operations internally or via a reactive supplier, should evaluate a proactive and commercially flexible IT services provider. Such services should be cost effective and responsive, based on standardised processes and best practices. As business demand is changing, the IT supplier must meet the challenges of service transformation, technology-pacing and the dynamic provision of resources, skills and capacity: onshore, offshore or an optimal combination of the two.

Deliverables

Computacenter offers end user managed services that range the full technology life-cycle from supply, configuration, support and management, through to re-use and disposal. With customers such as BAA, AEGON UK, Unipart Logistics and Marks & Spencer, our services and solutions are highly cost effective, leveraging the economies of scale of the Computacenter Group and our offshore capability in South Africa.

Marks & Spencer

Marks & Spencer is one of the UK's leading retailers with more than 600 stores across the country and a growing online presence.

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By agreeing a consolidated contract with Computacenter, we have been able to reduce risk and create a more joined up service-focused IT operation. The new managed service will enable us to provide a more efficient response to head office users, which means they will be able to focus on extending current and developing new offerings that will drive profitable growth.”

Damone Quigley
Head of Infrastructure and
Application Services
Marks & Spencer

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End User Services and Solutions overview

Managed services

- 24x7 Service Desk and operations infrastructure
- Build, configuration and management
- Installations, moves and changes
- Technology updates
- Centralised software deployment and software asset management

Transformation

- Desktop technology optimisation such as Virtual Desktop Infrastructure
- Technology convergence, rationalisation and standardisation

Recycling and disposal

- Compliance with environmental legislation such as the WEEE directive
- Management of sensitive data on redundant devices
- Equipment re-sale and re-deployment

Resources on Demand

- Multi-lingual Service Desks in Barcelona, Kuala Lumpur and Cape Town
- Largest vendor-independent engineering force in the UK
- Central resources booking and management function

About Computacenter

Computacenter is Europe's leading independent provider of IT infrastructure services. To help our customers maximise the value of IT to their businesses, we offer services and solutions to support each stage of infrastructure investment.

We can advise customers on their IT strategy, implement the most appropriate technology from a wide range of leading vendors and manage their technology infrastructures on their behalf. At every stage we help them minimise the cost and maximise the business value of their IT through a range of services up to full outsourcing.

Our corporate and government clients are served by offices across the UK, Germany, France, the Benelux countries, Spain and South Africa. We also serve our customers' global requirements through our extensive partner network.

What next?

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

Customer benefits



Cost reduction

- Offshore capability in South Africa
- Transparent, predictable and flexible commercials
- Transformation with focus on efficiencies and cost reductions
- Authorisation matrixes for financial control



Access to skilled resources

- 24x7x365 multi-lingual and global Service Desk operations
- Mobile engineering force for onsite and remote support
- Multi-vendor accredited consultants and engineers



Continuous improvement and innovation

- Standardisation of the end user environment reducing complexity and diversity
- Integrated system and software updates with consistent service delivery



Environmentally conscious

- Compliance with environmental legislation such as the WEEE directive
- Management of sensitive data on redundant devices