



Turbulent times for Financial IT

The finance sector is facing an uncertain time in a turbulent market. A flexible, cost effective and reliable IT infrastructure is critical to allow your business to focus on the demanding tasks at hand.

Business Challenge

As uncertainty and change has increased rapidly, risk management processes have become critical for financial services organisations to maintain their market positions. IT systems, tools and infrastructure are crucial to manage these processes and there is an increasing demand on your IT for performance, responsiveness and flexibility to maintain a secure governance framework, whilst also keeping pace with technology and managing costs.

Increasingly, large and smaller financial organisations from across all sectors: banking, credit, capital and insurance, are turning their attention to outsourcers to provide effective IT solutions to their business challenges.

Your IT supplier needs the right capabilities to remove the management overhead of running and maintaining a high-performance IT function. In addition, it is essential to have the ability to transform IT and deliver benefit based on experience in the finance sector.

Key Benefits

- **Cost reduction** – reduction in operational costs through systematic infrastructure rationalisation and service improvement programmes from an IT supplier with industry experience that leverages its people, tools and processes across its entire customer-base.
- **Access to skills and capacity** – whether hands-on presence across the UK or on-demand access to processing, storage or application seats, we provide the resource, removing your burden to retain, manage and update a dedicated IT capability.
- **Regulation and compliance** – effective IT systems to track and monitor regulated business activity and delivering transparent and comprehensive reporting together with secure IT infrastructures.
- **Flexibility in a fast-moving market** – strategic approach to IT as a corporate asset adding value to your business, whilst ensuring it provides scalability and flexibility during times of rapid business change.

“The new desktop infrastructure has enabled us to cut support costs by 11% while also minimising risk.”

“Computacenter helped ensure the desktop migration was completed on time and in budget. We now have a more stable and secure desktop environment.”

Sandra Tuddenham,
Head of IT, AEGON UK

“In such a demanding and crowded industry, it is essential that Norwich Union stands out. By increasing the efficiency of our internal operations and IT infrastructure, we are able to provide customers with a reliable and high quality service.”

Steve Houghton
Infrastructure Architect at Norwich Union

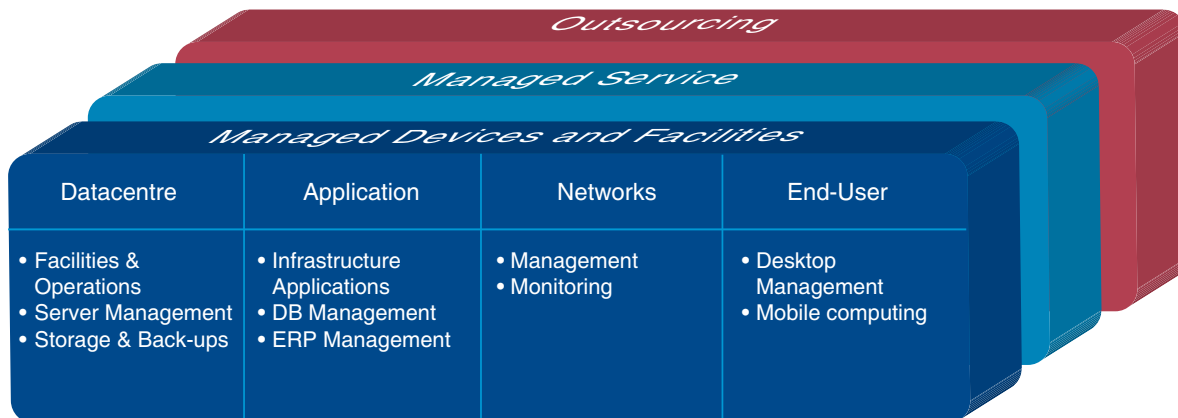
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Managed Services from Computacenter

Computacenter is a leading European provider of IT infrastructure services. Our managed services can reduce organisational 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.

As a UK-based organisation with global operations, offshore capability, and one of the UK's largest field support teams, Computacenter has the scale, reach and agility to meet your organisation's IT services requirements.

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.

Deliverables

With customers such as Martin Currie, AEGON and Norwich Union, Computacenter has both the capabilities and experiences of delivering effective IT to financial organisations.

Computacenter's key strengths in the financial services sector are:

- **Experience** – understanding of the time-critical and risk sensitive nature of the financial services market and its high dependency on a business critical IT infrastructure.
- **Service transformation** – through our Shared Services Factory, offering a predictable road-map approach to service improvement and transformation. Mature and reliable programmes delivering tangible outcomes such as improved service and cost reduction.
- **Staff transfer specialism** – effective staff transfer and development programmes mitigating the difficulty in reshaping your organisation, through a dedicated HR team.

- **Service reach** – UK-wide field force engineering team for onsite support and provisioning of IT for mobile, branch and office support.

With our managed services, Computacenter can take on existing IT infrastructures and processes and transform them to meet the demands of the financial services sector today, not the very different climate in which they were provisioned. Through this approach, IT becomes an asset providing differentiation, flexibility and capability.

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