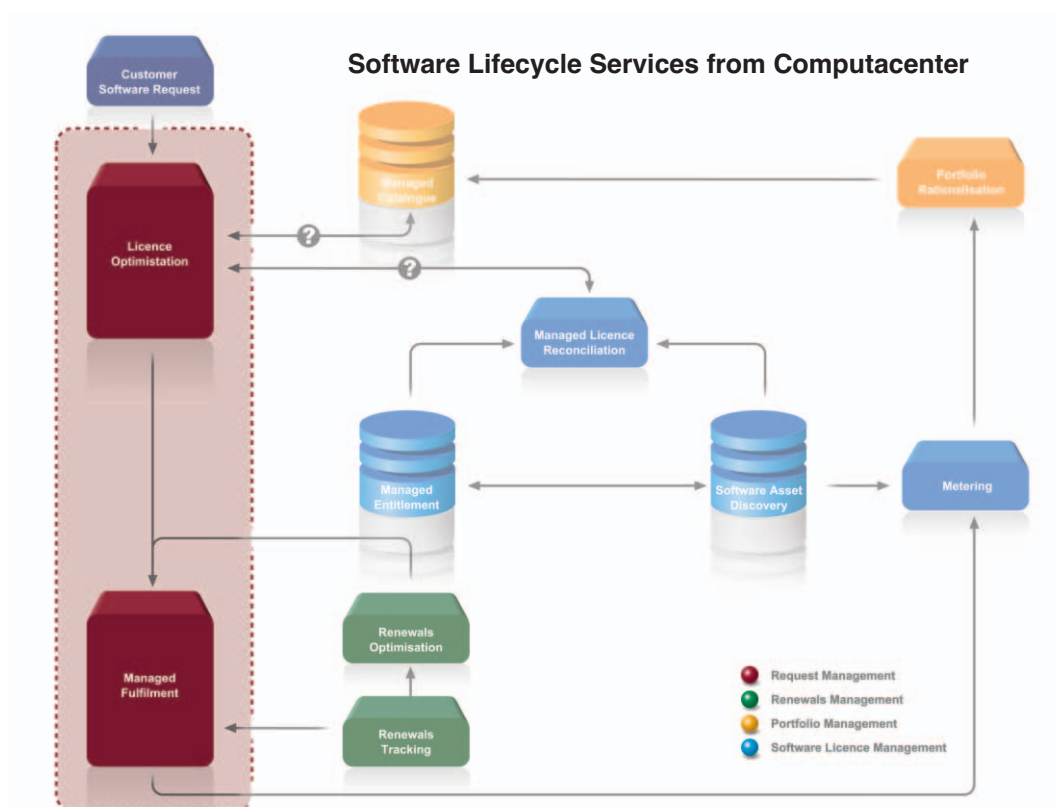


## REQUEST MANAGEMENT



# REQUEST MANAGEMENT DELIVERS BEST FIT, BEST VALUE SOFTWARE



Request Management guarantees best value software and purchase control.

Business users are making reactive and often unnecessary software purchases, leading to inefficient spending and lack of standardisation. Consequently, organisations have poor central visibility and control over what's being purchased and how, resulting in unnecessary complexity, risk and above all – cost.

Cutting through the complex terms and conditions of product-usage rights, licence agreements and pricing isn't easy and makes software licensing not only an administrative burden but potentially a minefield of risk. Without the necessary purchasing processes, controls and above all, licensing expertise, your software is inevitably costing you *too much* in terms of budget, time and compliance risk.

With so much focus on spend avoidance and compliance, our Request Management service removes this burden, giving you central control of your organisation's software procurement to deliver quantifiable reductions in cost while reducing risk and complexity.

## What is Request Management?

Computacenter's Risk Management service forms part of our portfolio of Software Lifecycle Services. It belongs to one of the four managed service modules that together provide a comprehensive 'cradle to grave' software asset management solution.

This module is designed to ensure that company-wide purchase requests are managed centrally from verification through to fulfilment by a dedicated team of licensing experts. Our job is to drive spend-avoidance by making sure you fully exploit the licences you already have before buying new ones. And, if a purchase has to be made you can be certain our licensing experts have achieved best value and taken care of any compliance implications.

This service is built on best-practice processes and methodologies underpinned by our people – an in-house team of qualified vendor licensing experts and industry accredited software asset management consultants.

The Request Management module comprises **Managed Fulfilment** and **Managed Licence Optimisation** services and delivered to strict Service Level Agreements (SLA's).

### Managed Fulfilment

Managed Fulfilment means Computacenter takes on sole responsibility for all your software requests across all vendors.

This is an ongoing service delivered through a single point of contact, backed by our internal Licence Support and Administration teams who will handle all software queries, quotes, purchases, renewals and similar everyday requirements. Furthermore, it allows you to take full advantage of Computacenter's economies of scale in software purchasing, vendor negotiation power and relationships, administrative systems and licensing expertise.

Depending on your needs and preferences, we can provide this as an onsite or offsite service tailored to your requirements.

This involves:

- Log and process all Quote Requests for software received from approved personnel
- Log, resolve and track all Licensing Queries
- Ensure all non-standard requests follow the agreed non-standard approval process

This delivers:

- **Monthly Quote Turnaround Report**
- **Monthly Licensing Query Report**
- **Monthly Purchase Report** detailing breakdown of customer order number, invoice number, despatch date, manufacturer part number, description, quantity, total value

### Licence Optimisation

Based on the scope of the service, purchases meeting a certain criteria will go through a strict **Licence Control Management** process. Our licensing experts handle all purchase requests specifically looking to firstly avoid spend before ensuring best value on anything consequently purchased. Regular reporting of all activity provides quantifiable proof of spend-avoidance and ensures that we meet expectations in every aspect of the service.

This involves:

- Screening of software requests to ensure that the functional specification does not exceed the role-based need
- Prior review of all new purchases and non-standard requests to identify whether they should be purchased under an optimal agreement to secure the best supply terms and most cost-effective purchasing route
- Placing any future purchases under the most appropriate agreement based on your historic spending pattern and future expectations

This provides:

- Monthly **Savings Report** quantifying and cost-savings against historic baseline
- Regular **Operational Reviews** with your dedicated Computacenter account team
- Annual **Executive Review** meeting with Computacenter executives to review performance

For significant software purchases, we will undertake a **Licence Options Appraisal** which is done on an exceptional basis as defined in the service scope. This is a thorough professional assessment of your requirements to ensure licensing decisions are right first time.

We evaluate every aspect specifically looking to achieve best value in terms of cost and service levels and also best fit, taking into account your future business needs in light of known changes in vendor product roadmaps and licence schemes. As part of this expert evaluation, we also look to exploit opportunities for improved buying power and manageability through simplification and grouping of contracts.

Our multi-vendor licensing experts will work on your behalf to benchmark the licensing options available to you by using cost models, the latest market knowledge and available entitlement and reconciliation information. This enables them to conduct a cost-benefit and ROI analysis of all your available options, detailing possible cost models and documenting this in the resulting License Strategy Report.

We analyse:

- Product usage rights
- Support
- Unit cost price and discount structures
- Payment terms and conditions
- Product roadmap

We then benchmark these against:

- Your current and future business software requirements
- The latest software promotions on the market
- Your current pricing structures

This provides:

- **Licensing Strategy Report** detailing the optimum licensing strategy, its rationale, cost-benefit and ROI analysis and most beneficial fulfilment route

### What are the benefits?

Request Management allows you to streamline your entire procurement process enabling you to derive crucial benefits around cost, control, competence and simplification.

#### Cost

- Efficient purchasing processes and controls to deliver *quantifiable* cost-avoidance
- Avoid unnecessary purchases by exploiting existing software licences first
- Achieve best price by exploiting Computacenter's purchasing scale and licensing know-how
- A single supplier contract with Computacenter for sourcing software across 1100+ vendors to reduce operational burden and free up staff resource

## Control

- Centralised purchasing streamlines the procurement process giving visibility and control of what is purchased and how

## Is there anything else?

We recommend that customers implementing Request Management combine this with Software Licence Management and Renewals Management service modules to manage cost and compliance while streamlining processes and reducing operational overheads.

## Why Computacenter?

Computacenter's coverage extends to 120 countries for both products and services. We have been delivering successful, value-added business solutions to our customers since 1981 and are the only Large Account Reseller able to provide end-to-end solutions for all your IT needs from hardware and software to IT services.

Only Computacenter offers a comprehensive portfolio of Software Lifecycle services helping customers gain and maintain control of their software costs and compliance risks, from cradle to grave. This comprises one-time fixed term engagements and ongoing managed services on a multi-year basis. As Europe's largest independent software reseller, we are also best placed to supply your software assets as well as manage them.

This modularised set of services backed by our tools and people allow us to tailor and scale solutions to your business needs. This combination underpinned by our ethos and commitment to being a best-in-class professional services organisation is an important differentiator that sets us apart.



But that's not all: as Europe's leading independent provider of IT infrastructure services, Computacenter can also fulfil your software needs as well as address your wider infrastructure needs:

- A **full range** of solutions and services from purchase to implementation to retirement
- A single point for sourcing software across **1100+ vendors**
- **Industry-recognised** Software Licence Managers and SAM specialists
- **Licence Managers are targeted on customer satisfaction**, not product sale
- **Purchasing and negotiating power:** we're the UK's No. 1 independent software supplier
- Comprehensive and **proprietary tools** proactively ease your software management
- Proven ITIL-based best practice to **meet the most complex requirements**
- **80% of FTSE 250 companies** are Computacenter customers

Computacenter is proud of its customer relationships. These are just a few of them:



## Contact us

To learn more, please contact your Computacenter Account Manager, email [software@computacenter.com](mailto:software@computacenter.com) or visit [www.computacenter.com](http://www.computacenter.com)

