DRIVING COST OPTIMISATION THROUGH HOLISTIC PROCUREMENT SUPPORT

Computacenter

Cost optimisation in retail is a key business imperative and the industry's procurement functions are renowned for their ability to extract the most value from their supply chain, maximising customer benefit, whilst dealing with the ever constant 'margin squeeze'.

Effective sourcing sits at the heart of an effective retail strategy, however retail procurement functions are often over-worked, under resourced and frequently use the same tooling, tactics and practices for goods not for resell as those for their end users. Procurement can lack the support required to enable the business to the maximum

extent and this challenge is exacerbated as the industry transforms to being driven through IT and digital technologies. Computacenter's Procurement Assistance service supports our customers' sourcing functions, delivering tangible benefits against their desired outcomes including compliance and assured, verified supply chains.

Working in partnership with procurement teams, we use our technology capabilities, industry experience, and our position as a leading Value-Added Reseller to deliver material savings, however a business measures this: from avoidance to hard and soft savings.

Cost optimisation is key to the modern retailer. As squeezed product margins and consumer confidence continue to dampen the market, it is critical that the procurement function supports the business as best as it can. We can help retailers with this challenge, working for you and with you as part of your team to deliver IT excellence.

An effective procurement operation is critical to business performance and success, however teams face many challenges including:

- Cost management is a critical business issue in a sector where profit margins are often small

- Limiting operating costs often means procurement teams operating with minimal team sizes. This impacts on their ability to perform required activities, including proactive analysis and identification of commercial optimisations

- The retail environment has historically used proprietary technologies and tools often creating 'lock in' issues, either via the cost of changing technology, or adoption issues from staff unable to change their working ways

- With a wide range of suppliers to engage, procurement processes such as RFI and RFP are time consuming and hard to manage

- In an increasingly digital retail environment, a lack of detailed knowledge of the technology market can present risk

- The increasing pace of technology change in retail requires the ability to source, deploy and demise faster (and with predictable costs) in order to keep up with customer expectations

- With the proliferation of vendors all demanding compliance, contracting and assurance focus, retailers face challenges managing them effectively, driving cost out and best practice

- Retailers can struggle tracking and optimising spend. Ensuring technology is used effectively, return on investment is achieved, and not being oversubscribed and subject to audit or challenge can be difficult

- A multitude of technologies exist in retail environments leading to challenges in economies of scale and consolidation or optimisation. Purchasing cycles can also be highly fragmented

---

286,000+
products shipped to retail customers
(inc PEDs / End-User Devices / Desktops & Laptops / Hand-Held Terminals / Tills / Access Points)

47,500
physical stores supported

Trading relationship with
TOP 10
UK retailers

25+
year's retail experience

OUR KEY PROCUREMENT ASSISTANCE OFFERINGS

Computacenter can provide support on all aspects of technology procurement. We work in partnership with customer procurement teams, support the organisations business objectives, and share our market experience as a leading VAR.

1 PROCUREMENT PROCESS SUPPORT

- Ensures RFI / RFP documents are written in a way that means a 'level playing field for a number of parties
- Provide subject matter expertise and help with the structuring process removing any inherent bias and opening up market options and competition
- Customer retains responsibility for overseeing the process and decision making

2 BUSINESS CASE & TCO SERVICES

- Support in developing a comprehensive business case
- Ensure all costs are captured, benefits identified and measured
- Helps the customer make informed decisions and the confidence that defined outcomes will be achieved

3 COMPONENT BENCHMARKING

- Product benchmarking down to individual technical component level ensures the best value possible
- Advice on the technology benefits and/or pitfalls helps make informed decisions covering technical integration, commercial optimisation and ongoing servicing and lifecycle management

4 SOFTWARE SERVICES

- A complete software practice, focused upon software procurement optimisation and Software Asset Management solutions
- Guidance on the most effective software licensing or commercial models according to business needs that can extend to a EULA advisory service

5 STANDARDISATION

Standardising product portfolios reduces the amount of variation in the estate, optimises TCO, and maximises serviceability and compatibility

6 MAINTENANCE & RENEWAL

- Assistance with optimisation and consolidation of maintenance and renewal agreements
- Ensures compliancy and support
- Leverage the most appropriate provider to avoid defaulting to the manufacturers offering or service and eradicate duplication

7 AGGREGATION SERVICES

Optimised route to market for providers gives assurance that spend and management information can be provided at a granular level from one source of the truth

THE VALUE FOR PROCUREMENT TEAMS OF WORKING WITH COMPUTACENTER

TEAM AUGMENTATION

Operate in partnership with procurement teams, completely aligned to business objectives and sharing market knowledge and expertise to deliver against these

VENDOR INDEPENDENCE

- Vendor independent, products are never recommended over competitive products without clear justification
- The desired outcome is always the key focus with full evaluation of market offerings considered

ROADMAPS

- Full tech roadmap service
- As products enter the final stages of their lifecycle, Computacenter's roadmaps proactively inform and provide alternative solutions to ensure continued product availability
- Management of integration/ supportability challenges

FINANCING SOLUTIONS

- A range of commercial vehicles to assist in transacting the required products and services
- Advice on which solution is the best fit, from traditional capital purchasing, to 'Store-as-a-Service' style commercial options

TRUST US TO SUPPORT YOUR PROCUREMENT TEAMS

Computacenter

COMPUTACENTER: WHY WE ARE DIFFERENT

Computacenter has a long and established presence in the retail sector. We work with many leading retail brands to leverage technology to deliver innovative new retail experiences, as well as optimising the management and operation of in-store technology. As the UK's leading VAR and one of the largest IT organisations in Europe, we have an extensive track record of helping our customers achieve commercial optimisations, and comprehensive services that can support their technology purchasing requirements.

We integrate and deploy across Workplace, Data Center, Networking and Security and our investment in Integration Centers in the UK, Germany, France, Belgium, the Netherlands and USA gives us the scale to meet even the most demanding customer requirements. Understanding our customers' technology sourcing needs, coupled with our knowledge of our Partners' products and programmes, allows us to uniquely advise on what, when and how to procure to deliver outcomes and cost efficiency for the full asset lifecycle of both hardware and software. Adding this to our reliability, agility and scale results in amazing customer loyalty.

Our credentials include:

- A strong heritage in retail, providing end-to-end solutions to some of the UK and Europe's largest retail organisations

- Technology independent, we advise, source, implement and manage technologies from all the market leading vendors

- Our expertise across workplace, cloud, data center, networking and security, offers retailers an end-to-end customer solution

- We provide opinion and thought leadership on market trends and recommend new innovative solutions

£5,053m	HIGHEST	65%	70	25m
Total Revenue	accreditations in industry	of orders received electronically	countries supplied to in 2019	products shipped annually