



BAA puts customers first with strategic IT outsourcing deal

BAA has extended its managed services agreement with Computacenter, signing a five-year deal which includes a complete package of end user services for 13,500 staff across BAA's 19 UK sites.

Kevin Mercer, Head of IT Services and Support at BAA, commented: "Working with Computacenter helped us reduce our operational expenditure over the course of the previous agreement, while at the same time improving IT performance. By expanding the scope of the services provided by Computacenter we will achieve additional efficiencies and cost savings over the course of the new contract, which includes taking on the additional Terminal 5 user base, effectively enabling us to do 'more for less'."

As part of BAA's multi-sourcing strategy, Computacenter has been responsible for desktop fulfilment, maintenance, asset disposal and installations since 2003, and second line support since 2004. The new contract now includes service desk and third line support, which will be

managed from Computacenter's centralised Service Support Centre in Milton Keynes from July 2008.

The contract drives continuous improvement, and will help BAA to adopt innovative technologies and processes, such as self-service IT support, to meet its business objectives, focusing on passenger service.

Mark Howling, Director of Managed Services at Computacenter, commented: "By reducing the number of service desk calls and eliminating duplication of effort, BAA will be able to achieve the considerable cost savings that we have underwritten as part of the new contract. By appointing a single external provider for end-user support, BAA will also be able to take advantage of enhanced accountability which will simplify overall IT management."

The support services agreement is underpinned by ITIL best practice and Computacenter's Shared Services Factory. This unique service delivery model enables organisations such as

BAA to draw upon a broad range of skills and expertise on a flexible, on-demand basis.

"By outsourcing the delivery of IT services and support, we are able to focus on core strategic activities and decisions, such as the development of T5," commented Mercer. "This contract will enable IT innovation and ensure our systems are fully equipped for the future."

Forty-four staff have been transferred to Computacenter from BAA as part of the contract extension.