



Managed Applications

Computacenter's Managed Application services enable organisations to achieve exceptional availability for critical applications without excessive resourcing costs.

Business challenge

To maintain customer service levels, organisations are reliant upon the availability of a number of critical applications for which downtime is not an option.

To meet business demand for uninterrupted access to both applications and data organisations often have to invest in costly specialist resources that are only needed when performance and availability issues occur.

This results in poor utilisation of IT resources – both human and financial. An internal approach to application management also requires continual investment in staff and their skillsets as technologies evolve.

Computacenter solution

From application hosting and maintenance to desktide support and service desk facilities, our Managed Applications offerings combine onsite, offshore and centralised resources to create a 'right-shoring' approach that meets your business needs.

Utilising ITIL best practices and industrialised processes, we can:

- Advise on application optimisation strategies
- Host, maintain and monitor your infrastructure
- Identify and address problem areas
- Manage alerts and patches

Computacenter's end-to-end services encompass a wide range of applications, including SAP Infrastructure Management and Oracle Infrastructure Management, and can be tailored to individual customer needs.

For organisations wanting to move toward cloud delivery, Computacenter's C³ platform provides a pragmatic approach to the adoption of cloud services. It provides specific guaranteed outcomes on a pay-per-use basis. Services can be delivered on- or off-site or as a shared solution from one of our UK datacenters.

On our customers' agenda

These services address three core business issues facing organisations today.



Cost Reduction



Access to Skilled Resources



Risk Avoidance

Managed Applications

Key benefits

Computacenter's Managed Application services release organisations from the endless cycle of expenditure while also safeguarding the user experience. We will help you:

Remove cost: Computacenter's shared services structure and best practice approach means you can achieve the high service levels you need at a cost you can afford. We offer transparent, predictable and flexible commercials to simplify budget control and enable financial savings.

Enhance service quality and agility: By safeguarding application availability and performance, your staff will have access to the data and applications they need to respond quickly to customer needs.

Minimise risk: Our specialist consultants have extensive knowledge and hands-on experience to assist you with the most complex application challenges. We deliver solutions for the long-term rather than quick fixes to enable you to leverage new technologies and functionality while reducing risk.

Why Computacenter?

Our services enable organisations to maintain scalable and sustainable application infrastructures that minimise business disruption while maximising value.

With 25 years of IT experience and multi-vendor expertise, Computacenter provides:

Skilled resources: We are an SAP certified hosting partner and Oracle Platinum Partner. Our consultants hold more than 200 vendor and industry accreditations and 98 per cent of our service management team is qualified to ITIL standards. Our Milton Keynes Service Desk is certified to ISO/IEC 20000 standard.

Blended service delivery: With end user support facilities in Hatfield, Milton Keynes, Nottingham, Barcelona, Cape Town and Kuala Lumpur as well as the largest independent engineering force in the UK, Computacenter provides a 'right-shore' and commercially flexible solution.

Best practice processes: The investment in our Shared Services Factory enables our customers to reduce cost by taking advantage of repeatable ITIL-based processes that also accelerate innovation and improve service quality.

What next?

To find out how Computacenter's Managed Application services can help you, please contact your account manager or email: enquiries@computacenter.com