



Deskside Support

Incident and Request services to maximise business efficiency

Business Challenge

IT departments drive end-user productivity through highly available, reliable infrastructures. Any unplanned downtime of end-user access devices are a costly inconvenience.

With the added pressures from mobile working, higher service levels, demands for increased competitiveness plus cost reduction targets, we understand that IT departments can become distracted from delivering against strategic business projects.

Key Benefits

We offer a range of cost-effective incident and request Support Services with committed fix times to optimise the availability of the end-user desktop estate.

Reducing Complexity

We deliver a consistent customer experience with the robust application of auditable ITIL processes, through our Shared Services Factory.

We have invested in the training and retention of our engineering workforce providing you with the specialist expertise to manage your support requirements. We offer flexible and innovative working practices with peak period cover so that skills shortages are no longer an issue.

Reducing Risk

Repeatable services delivered by expert technicians and ITIL qualified Service Management offer guaranteed service levels, increasing user 'up time' and decreasing disruption.

Reducing Costs

Our scale, industrial levels of productivity and consistent processes mean that Computacenter can offer you the lowest possible costs for the packaged services you demand.

We also recognise that certain industries require specialist services, and we offer tailored service levels to match these requirements.

Highlights

- Multi-Vendor equipment support
- Vendor Independent
- Service and Supply chain Consolidation
- Tailored and packaged SLA's
- Maintenance, Software, IMAC support
- 1st, 2nd & 3rd line Service Support Centre
- 2,200 trained IT Technicians
- ITIL Service Management
- Preventative maintenance

"By handing over the support function to Computacenter, our IT team can concentrate on core competencies such as identifying and deploying technology solutions that improve our business processes and customer satisfaction. It is crucial to the business operations of Owens Corning"

Mark Ashcroft, Global Technology Leader, Owens Corning

Deskside Support

Deliverables

The most appropriate level of service for your business.

Service Deliverables	Premium	Advantage	Classic
Service Management			
Customer Planning and Reporting	■		
Quarterly Service Reviews	■		
Contract Flexibility	■	■	
Vendor Management	■	■	
Designated Service Management	■	■	
Escalation Management	■	■	■
Incident Management			
Customer defined priority level	■		
24 x 7 call logging	■	■	
Regular incident updates	■	■	
Call logging & Mgmt. with 3rd parties	■	■	■
Web based call logging and tracking	■	■	■
Single contact number	■	■	■
Management of all incidents & requests to closure	■	■	■
Service Delivery			
Site Resident Engineering	■		
Health Checks	■		
Operating System Support & Restore	Option	Option	
Dedicated on-site spares	Option	Option	
SWAP Service	Option	Option	
Installs, Moves, Additions & Changes	Option	Option	
Response time	1 - 4 hour	4 - 8 hour	4hr - NBD*
Hours of Cover	Up to 24 x 7	Up to 24 x 7	9 x 5
On-site support	■	■	■

* NBD – next business day

Why Computacenter?

Proven Credibility

- Support 25% of FTSE 100 companies
- 70,000 servers supported
- 1.5M devices supported
- Receive and resolve 60,000 calls per annum
- Industry specific Finance, Retail and Government reference customers

Proven Capability

- 2,200 field engineers
- Over 100 ITIL accredited service managers
- Spares holdings of 20,000 parts
- Over 90% of spares delivered within 2 hours

Complete IT Infrastructure Services

Our real services experience enables you to achieve greater IT and business value. Through the engagement with our Shared Infrastructure Services, you have the opportunity to benefit from our proven best practices.

What next?

To find out how Computacenter Deskside Support solution can help you, please contact your account manager or email enquiries@computacenter.com.