



Desktop Technology Optimisation

With Desktop Technology Optimisation, customers can build a secure, well-managed and dynamic core IT infrastructure that can reduce overall IT costs, make better use of resources, and become a strategic asset for the business.

Business Challenge

In an ever changing global marketplace, companies are looking for every opportunity to gain a competitive advantage and simultaneously grow revenue, profits and customer loyalty. The importance that IT plays in the modern corporate world is highlighted by the escalating IT investment companies are making. However, Gartner's annual CIO survey from February 2007 revealed that almost two-thirds of IT budgets are still taken up 'keeping the lights on' and managing increasingly complex IT environments.

70% or more IT resources are spent just maintaining existing systems, leaving only 30% for new investments and value added activity.

Computacenter can help reduce the cost of maintaining those systems to free up resources and allow customers to drive more value from their IT investments.

Organisations need a technology infrastructure that advances rather than impedes the business enabling people to be more productive in their daily work: simplifying complex processes, protecting information and controlling access.

Key benefits

Computacenter is bringing to market an industry-leading IT infrastructure maturity model to help organisations assess the strengths and weaknesses of their existing infrastructure and develop a long term strategy to make IT a strategic asset for the business.

The Infrastructure Optimisation model, based on industry analyst benchmarks by IDC demonstrates key steps that organisations can take to move forward to realise costs savings and deliver increased business value.

Reduced Cost & Complexity

The Infrastructure Optimisation model helps organisations realise cost savings for their IT infrastructure by moving from an unmanaged 'Basic' stage of Infrastructure Optimisation' where the infrastructure generally is considered a 'cost centre' towards a 'Dynamic Infrastructure' where, the business value of the infrastructure is clearly understood and is viewed as a business growth enabler and strategic business asset.

“Computacenter are one of Microsoft's leading Gold Certified partners in the UK for delivering solutions to optimise an organisation's Infrastructure. Computacenter have been working with the Microsoft Infrastructure Optimisation teams both within Microsoft UK and Redmond to deliver one of the most comprehensive solutions available from Microsoft partners. Their scale, breadth and experience ensures that Computacenter can assess an organisation's existing infrastructure accurately, architect an optimum Microsoft infrastructure and justify this with compelling ROI.”

Garry Corcoran,
Head of Infrastructure
Optimisation Programme Lead,
Microsoft UK

On our customers' agenda

These services address three core business issues facing organisations today.



Cost Reduction



Growth /
Business Change



Access to
Skilled Resources

Desktop Technology Optimisation

Planned Investment

Desktop Technology Optimisation allows organisations to plan their investments for distributed IT, focusing on long-term goals of availability, manageability and cost effectiveness. We are able to translate product roadmaps into reality, ensuring customers maximise the impact of their technology investments.

- Costs will be more controlled
- The business will be able to adopt new technology faster and with less risk
- The business will be more aware of the strategic value of its IT infrastructure
- People will work smoothly with processes that are automated, often incorporated into the technology itself, allowing IT to be aligned and managed according to business needs

Deliverables

Computacenter will work with the customer to deliver the following benefits:

- Optimise the infrastructure on an established framework, enabling business and IT leaders to gain a common methodology to plan, implement and evaluate IT's success in supporting the business
- Reduce the cost of ownership by driving down manual effort and increasing automation
- Manage the complexity of current and future technologies by improving the management capability of the existing infrastructure

Computacenter Infrastructure Optimisation Service will deliver a detailed Business and Cost Justification document providing critical input into an organisation's IT strategy and an overview of future investments and the associated business benefits.

Computacenter's Shared Services Factory assists clients with ongoing best practice in deploying and migrating supporting technologies and can offer the following associated services:

- Instant Application Access
- Rapid Desktop Migration
- Rapid Exchange Migration
- Rapid Operations Management
- Rapid Server Migration

“Computacenter brings energy, enthusiasm and innovation to our IT services. It is helping to drive the business forward and makes a clear contribution to Unipart's overall objectives.”

Ray Cooke, IT Manager, Unipart Advanced Logistics

Why Computacenter?

Track Record

Computacenter's strengths in transformation projects and services provision can support organisations in realising the operational benefits and cost efficiencies gained through optimising their IT infrastructure. We have experience of managing large programmes with multiple work streams to successfully deliver projects which provide the customer with a seamless adoption of new technology whilst enabling their IT infrastructure to meet business goals.

Repeatable Best Practice

Computacenter's Shared Services Factory is designed to remove complexity, ensure the adoption of best practice, and continuously raise service quality and reduce costs through the reuse of intellectual property (IP). This innovative approach captures key elements of our most successful projects and creates a flexible set of standards that we can apply across future initiatives.

Quality of Partnership

Computacenter has been working with Microsoft on Infrastructure Optimisation since its inception both within Microsoft UK and Redmond. Our Partner status allows us to be involved in early adopter programmes such as Windows Vista, Exchange Server 2007 and Office Communications Server which provide us with leading-edge knowledge and practice.

Depth of Skill

We have an extensive pool of technology experts (we have more certified specialists than the top five of our competitors combined). We also work with your IT Department using a vendor neutral approach.

What next?

To find out how Computacenter's Desktop Technology Optimisation can help you, please contact your account manager or email enquiries@computacenter.com.

“With Computacenter's help, we now have a technology platform that will help drive the business forward and support our company ambitions. By optimising our infrastructure, we can do things quicker, cheaper and to a better quality.”

Keith Funnell, Client Computing Manager, EDF Energy