



Resources on Demand

Resources on Demand is designed to provide cost effective resources, from a pool of 2,200 accredited IT technicians, enabling organisations to respond to business demands

Business Challenge

IT departments are faced with ever increasing challenges for their staff, with the demand for services exceeding the supply of available time and resources.

In addition to delivering the day-to-day services the business demands, there are the strategic initiatives that require additional focus. This challenge is compounded with managing seasonal demands, and unplanned sickness, holidays and training backfill.

Many organisations currently employ external resources, supplied through contracted agencies, which will charge administration and management fees. This will increase internal management overheads through selection recruitment and will have knock-on effects in the back office processes with the HR and Finance departments.

Therefore trying to bring ad-hoc resources up to speed can waste valuable time, increase budget expenditure and risk.

Key Benefits

Resources On Demand focuses on providing multi-skilled engineers, from the largest vendor independent engineering force in the UK. We have the highest level of vendor accreditations and proven expertise in managing and delivering a diverse

range of complex, high-value and often high profile projects. Our unique, standardised and highly effective approach generates the following benefits:

Reduced costs

A highly efficient and flexible service that can be charged at a daily, or hourly rate, with no recruitment fees or management overhead costs, with one invoice, itemised by a cost centre, detailing project information if required.

We are confident our accredited resources will get up to speed quickly, thus reducing the time to engage and minimising project spend.

Reduced risk

Immediate access to security cleared engineering staff, managed by us. We provide appropriate training, and employment liability risk through our ISO9001 accredited processes. The significant investment we have made allows us to confidently underwrite the skills of our engineers and their availability to perform work that is project managed by you.

Flexibility

The ability for organisations to flex by accessing both a broad set of IT skills and service management best practices and to scale up requirements as needed by responding to business demands.

Highlights

- Multiple grades
- Discounted booking rates
- Quality underwritten

“By partnering with Computacenter, we were able to draw on its best practice expertise and reduce the risks associated with the project.”

The team from Computacenter was reliable and flexible, and passed on valuable knowledge to aid ongoing support of the new system.”

Craig Allcock,
Technical Services Manager,
United Co-Operatives

Resources on Demand

Why Computacenter?

Track Record

- We have over 210 PRINCE accredited project managers
- We support over 750,000 end-users across Europe
- Our shared service centres handle two million incidents per year and operate in 14 different languages
- 1.5 million devices are managed by Computacenter Services, including datacentre and end-user systems

What next?

To find out how Computacenter's Resources on Demand solution can help you, please contact your account manager or e-mail enquiries@computacenter.com

