



Safeguard uptime with cost-effective applications services

Enterprise applications such as email and SAP are the business engines driving collaboration and vital processes within organisations. Downtime is costly, disruptive and has an immediate impact on business performance.

Business Challenge

As business pressure demands uninterrupted access to critical applications, organisations often retain costly specialist resources only to 'keep the lights on' to ensure system performance and availability.

The impact is poor utilisation of IT funds, limited time for implementation of best practices and a costly internal pool of resources scaled to meet business peaks rather than normal operation levels.

Organisations in this situation need a trusted and commercially flexible IT services partner to deliver a cost effective and responsive service. As business demand is changing, the IT supplier needs to meet the challenges of service transformation, technology-pacing and the flexible provision of resources, skills and capacity. Only by working in close partnership and intensely focusing on business value, can these objectives can be achieved.

Deliverables

Applications services from Computacenter encompass applications management and hosting for business-critical enterprise applications such as ERP and email.

As an accredited SAP Hosting Partner, Oracle Business Partner and Certified Microsoft Partner, Computacenter is the preferred choice for applications services and solutions for organisations looking to free up their internal resources for strategic business activity.

We balance the provision of on-site, centralised and offshore IT infrastructure services to provide the optimal and most cost efficient solution for our customers.

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

Capespan

Capespan is a world class specialist in the marketing of fresh fruit internationally. It ships more than 60 million cartons of fruit each year.

“We can see that Computacenter is paying particular attention to our needs. Even if things aren't strictly covered by the SLA, Computacenter bends over backwards to ensure that things work for Capespan.”

Stef Rigotti
General Manager, IS
Capespan (Pty) Limited

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Applications services overview

Hosting and managed services

- Secure hosting environments, including Tier 3 facilities
- 24x7 Service Desk & operations infrastructure
- ERP hosting, including SAP and Oracle
- email hosting

Enterprise applications management

- Database management and administration
- Applications maintenance, system upgrades and migration
- Proactive performance monitoring and optimisation of operating system, application and database layers

Business continuity

- Disaster recovery capacity
- High availability
- Dual link/campus connectivity between datacentres

Resources on Demand

- Specialist applications support teams
- Onsite teams and remote support

About Computacenter

Computacenter is Europe's leading independent provider of IT infrastructure services. To help our customers maximise the value of IT to their businesses, we offer services and solutions to support each stage of infrastructure investment.

We can advise customers on their IT strategy, implement the most appropriate technology from a wide range of leading vendors and manage their technology infrastructures on their behalf. At every stage we help them minimise the cost and maximise the business value of their IT through a range of services up to full outsourcing.

Our corporate and government clients are served by offices across the UK, Germany, France, the Benelux countries, Spain and South Africa. We also serve our customers' global requirements through our extensive partner network.

What next?

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

Customer benefits



Cost reduction

- Consistently high service levels at a cost point difficult to achieve from in-house resource provision
- Remote operations and offshore capacity in South Africa
- Shared infrastructure
- Transparent, predictable and flexible commercials



Access to skilled resources

- 24x7x365 multi-lingual Service Desk
- Mobile engineering force for onsite and remote support
- Specialist resources for applications optimisation



Reduced risk

- Specialist applications support teams
- High availability Tier 3 datacentre environments with N+1 resilience for power distribution and cooling and back-up storage vault
- Disaster recovery capacity