Network Management

Computacenter’s Network Management service unifies the operation, administration and management of your network to maximise its availability.

What we do

Ensuring the network can meet both current and future business demand requires a vast skill set, ongoing capital investment and access to scalable resources.

Computacenter’s Network Management service removes cost and complexity from your IT operation by enabling you to outsource the day-to-day management of your network.

The service unifies operational, administrative and maintenance support for complex multi-vendor environments, including LAN, WAN, load balancing, bandwidth management, application acceleration and IP telephony devices.

The Network Management service encompasses:

- **Audit and usage assessment**: As part of the service take-on Computacenter will audit your network to create network diagrams, track configuration and baseline capacity against usage.

- **End-to-end service delivery**: The service includes change, configuration, capacity, release, patch, problem and asset management. We use best-of-breed monitoring tools for automated policy-based alerting to potential incidents.

- **Service Management**: Our customer value scorecard system and monthly reporting ensure our service meets your business priorities on an ongoing basis.

Alignment to business needs:

All contracts are supported by Computacenter’s service management team. Providing reporting, escalations and a customer value scorecard to ensure that the service meets your expectations and continually aligns to your strategic goals.

How it helps

Computacenter’s Network Management service is designed to minimise network downtime and optimise performance. This will help your organisation:

- **Simplify Management**: With 24/7 remote monitoring capabilities, we can provide a rapid response to any problems safeguarding business continuity and freeing up your IT staff from firefighting activities.

- **Reduce costs**: The service incorporates a continuous improvement programme to increase efficiency and drive down costs over the term of the contract. A shared services approach eliminates the need for investment in dedicated resources and facilities, and provides you with maximum availability at an affordable price.

- **Enhance business agility**: We will continuously monitor performance and capacity to ensure your network can meet changing business requirements and support new applications and computing models, such as virtualisation, cloud computing and shared infrastructures.

By undertaking an IT transformation programme and out-tasking to Computacenter we have been able to save in excess of £1.5 million annually, while improving system performance and availability.”

Mark Prior, IT Director, Threadneedle

“Computacenter’s shared services model means that we have access to a large pool of highly skilled resources as and when we need them. This should ensure a rapid response to even the most complex problems, which in turn safeguards IT availability.”

Mark Prior, IT Director, Threadneedle

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Why we are different
Our Network Management service is founded on ITIL best practice standards as well as Computacenter’s own proven industrialised processes. Customers benefit from our:

Breadth and depth: Computacenter has a dedicated networking practice and more than 20 years’ experience of implementing and managing network infrastructures. In addition to day-to-day management, we can also help with sourcing new networking technologies and transformation projects, such as virtualisation, VOIP and application acceleration.

Expertise: We hold in excess of 200 vendor accreditations, which include certifications from networking specialists such as Cisco, Nortel, HP, Bluecoat, F5, Juniper and Checkpoint. We have the largest independent engineering force in the UK, which includes 45 certified Cisco engineers.

Shared resources: Our Operational Command Centre provides 24/7 event monitoring and major incident management as well as ongoing problem management. The centre monitors thousands of networking devices on behalf of hundreds of customers.

Where we have done it
Investment management firm Threadneedle has out-tasked non-core aspects of IT management to Computacenter under a 10-year contract, which commenced in November 2008.

Computacenter is responsible for managing Threadneedle’s network infrastructure and datacentre technologies, including servers, operating systems, storage, backup, email and IP telephony in accordance with stringent service level agreements. Computacenter also deals with any incidents, problems and change requests relating to the datacentre and network.

Out-tasking aspects of IT management to Computacenter has saved Threadneedle approximately £500,000 a year. In addition to achieving immediate and long-term financial savings, Threadneedle has been able to enhance business agility, improve access to skills and safeguard business continuity.

What next?
To find out how Computacenter’s Network Management can help you, please contact your account manager or email enquiries@computacenter.com

Email: enquiries@computacenter.com • Web: www.computacenter.com