



Network Support

Meeting business demand for greater connectivity and lower operational costs with Computacenter's Network Support services.

Business Challenge

Real-time collaboration, virtualisation and multi-media applications are all putting greater pressure on the capacity and quality of organisations' networks.

To minimise downtime and maximise performance, businesses need to ensure their networks are continuously available. This means IT departments must be able to quickly respond to any problems, efficiently manage routine maintenance tasks and proactively identify opportunities for continuous improvement.

Meeting all these requirements can be a drain both on internal IT resources and budgets, especially as networking technologies, security threats and skill sets are constantly evolving.

To meet both efficiency and cost control goals, organisations need to simplify network support while increasing quality of service to the business.

Computacenter solution

Computacenter provides organisations with end-to-end network support options – from standard maintenance through to a fully managed service. Each support offering is based on service level agreements that are aligned to your specific business needs.

Network Maintenance: Comprises traditional break-fix support services, such as troubleshooting and incident management, to enable you to respond more quickly to networking problems.

Network Monitoring: Regular technical reviews, network audits and automated alerts all form part of this service, which combines standard maintenance with 24/7 remote monitoring to help you minimise network downtime.

Network Management: Computacenter unifies operational, administrative and maintenance support to deliver a fully managed network. Based on ITIL best practice to support continuous improvement, our Network Management service helps maximise availability for minimal cost.

Security Management: Provides real-time protection for your network through the deployment of tools, processes and experienced professionals resulting in reduced business risk.

"By consolidating our systems and support, we will be able to save at least £1 million over the next 10 years."

Matthew Suddock,
Infrastructure Manager,
Harvey Nichols

Network Support

Key benefit

Computacenter removes cost and complexity from network support by providing best practice advice, repeatable processes and access to skilled, flexible resources. Our services enable organisations to:

Control costs: Computacenter's industrialised and shared approach to delivering network support will enable you to achieve more for less. By simplifying day-to-day network management while also increasing service quality, we will help you reduce capital investment and operational overheads.

Mitigate risk: Our Network Support services will enable you to respond more quickly to network faults, security threats and capacity problems. This will safeguard business continuity and prevent costly degradations in IT service levels for both internal and external customers, resulting in improved productivity and profitability.

Free up resources: IT staff will no longer have to worry about 'keeping the network lights on', which means they will have more time to focus on strategic activities that drive competitive advantage and growth.

Why Computacenter

Computacenter will make your business sharper by removing cost, complexity and barriers to change. We have an open, pragmatic approach and always provide independent advice working with IT departments, not around them.

Computacenter serves its clients from offices and facilities across the UK, Germany, France, the Benelux countries and Spain. We also have a support centre in South Africa and a network of global partners.

With 25 years of practical IT 'know how', we will change the way you think about technology. Computacenter's services and solutions are based on the same strong values:

Breadth and scale: Computacenter supports more than 1.5 million user devices and 70,000 servers on behalf of its customers. As an end-to-end solutions and services provider, 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. As a Cisco Gold Partner since 1998, Computacenter's team includes 45 trained Cisco engineers.

Shared resources: Our Operational Command Centre provides 24/7 event monitoring and major incident management as well as ongoing problem management. Drawing on ITIL best practice and Computacenter's industrialised processes, the centre proactively detects and resolves network issues before they impact your business.

Where we have done it

Due to Harvey Nichols' steady expansion, its stores, head office and warehouse had disparate telephone systems. As a result, calls between some sites had to be dialled externally, leading to high telephone bills.

To reduce costs and enhance efficiency, Harvey Nichols decided to replace its legacy telephone systems with a unified communications solution.

Computacenter designed a solution based on Cisco technologies that

provides Harvey Nichols' head office, warehouse and six UK stores with Internet Protocol (IP) telephony and wireless connectivity.

The solution is straightforward to manage in-house, with additional support from Computacenter via a single contract.

As well as enhancing business agility and efficiency, the new unified communications platform has enabled the retailer to significantly reduce costs.

What next?

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