EMBRACE CHANGE

Computacenter’s Global Solutions Center helps organizations take the risk out of business transformation and IT innovation.
From digitalization initiatives to platform upgrades, no organization can escape the cycle of change. It drives profitability. It boosts competitive advantage. It enables users. But change also means risk.

With large IT investments, business service levels and user expectations on the line, organizations need to ensure they deliver on their transformation goals.

From benchmarking datacenter solutions to validating mobility strategies, we help accelerate transformation and innovation while reducing cost and risk.

With 10 customer laboratories, one Customer Briefing Center, three Customer Experience Centers and two fully functional datacenters, the Global Solutions Center is the largest multi-vendor testing facility in Europe.

It provides secure non-production environments for testing, proving and staging new solutions as well as training IT personnel, and brings together technologies from all the leading IT vendors, along with a pool of resources that can be accessed from anywhere at anytime.

The Global Solutions Center makes IT change more certain and more controlled — from the datacenter rack at the core to the user device at the edge.
By offering insights into emerging core and edge technologies, the Global Solutions Center helps customers evaluate the business case for new investments, benchmark multi-vendor solutions and establish best practice deployment plans.

We also provide facilities to pre-build systems, define configurations, prove technology compatibilities and carry out remote tests with live data, all without impacting production systems. As a result, organizations can validate the user experience and business outcomes prior to technology deployments, enabling them to make informed decisions.

The Global Solutions Center also offers training facilities, enabling organizations to conduct hardware and software training sessions in a secure off-site environment.
Our Global Solutions Center underpins a number of services, including:

**Customer Experience Center**
Our facilities enable organizations to explore new solutions from different vendors, including software defined mobility and cloud-based solutions. As well as providing an interactive solutions showcase, we offer independent advice to help customers understand the broader business benefits and impact on the user experience.

**Customer Briefing Center**
We deliver solution briefings, discussions, demonstrations and workshops to help our customers better understand, build and adapt their IT environments to meet ever-changing business needs. By providing access to cross-platform industry specialists, information and advice, the Customer Briefing Center helps customers de-risk technology investments.

**Proof of Technology**
We help organizations validate technologies to ensure they meet expectations. Delivered on-site or remotely via our global facilities, this service helps de-risk investments by demonstrating the potential of new and emerging technologies.

SUPPORTING THE INNOVATION CYCLE

Based on more than 30 years’ experience and proven processes, our services are designed to help organizations get the most from their IT investments.
Proof of Concept
The Global Solutions Center offers the ideal environment for organizations to validate technologies against their business goals. We help define, deploy and configure the applications and workloads needed to carry out extensive testing, providing secure remote access via a dedicated network. We can continue to host proof of concept environments for user pilots to highlight potential technical issues or limitations, thereby reducing deployment risks at an early stage.

Proof of Delivery
We validate the support and managed service capabilities offered by Computacenter, customers or third parties. By taking a structured approach to verifying support procedures, service levels and tooling integration, we can ensure that services meet customer expectations.

Project Staging
We help organizations pre-build and pre-test complex systems in our facilities before they are deployed in a production environment. Using our secure but highly flexible multi-vendor datacenter and extensive logistics capabilities, customers can quickly establish a baseline build. This helps mitigate delays, simplify deployments and enable a faster return on investment.

Training
Computacenter’s Global Solutions Center enables customers to run efficient and cost-effective training sessions for both on-site and remote participants within IT and the business. The service provides access to relevant technologies in a secure environment as well as certified subject matter experts.
WHAT WE DELIVER

Through our Global Solutions Center, we support organizations throughout the IT innovation and transformation cycle.

We help:
• Provide a unique insight into emerging core and edge technologies
• Outline business cases for new IT investments
• Benchmark multi-vendor solutions
• Carry out remote tests with live data
• Prove compatibility with existing systems and processes
• Validate expected workloads, the user experience and business outcomes
• Define system configurations to maximize performance and minimize consumption
• Pre-build systems outside the production environment
• Establish best practice deployment plans
• Train IT personnel and users in a non-production environment
OUR LOCATIONS AND SERVICES

HATFIELD, UK
- CUSTOMER EXPERIENCE CENTER
- CUSTOMER BRIEFING CENTER
- CUSTOMER TESTING LABS
- CUSTOMER TESTING DATACENTER
- PROJECT STAGING
- TRAINING

MONTPELLIER, FRANCE
- CUSTOMER EXPERIENCE CENTER

MUNICH, GERMANY
- CUSTOMER EXPERIENCE CENTER
- CUSTOMER TESTING LABS
- CUSTOMER TESTING DATACENTER
- PROJECT STAGING
- EQUIPMENT LOAN SERVICE
- TRAINING
MAXIMIZING IT INVESTMENTS

In today’s dynamic economy enabling users to work efficiently and effectively in the office or mobile has become a top priority for organizations of all sizes and industries. Devices are more diverse and new technology is being released all the time. Applications are more dynamic, organizations are more global and our users are also more demanding. All of this increases the complexity of IT and has made staying ahead of the competition more important than ever before.

WHY THE GLOBAL SOLUTIONS CENTER MATTERS

FOR THE CIO

• Enables informed investment decisions for core and edge IT
• Matches IT capacity and performance to business demand
• Eliminates the need for in-house testing facilities, freeing up budget and people

FOR THE BUSINESS

• Minimizes transformation costs and timelines
• Accelerates time to value for new services
• Safeguards productivity during and after new technology deployments

FOR THE USER

• Ensures a richer experience
• Increases efficiency with the introduction of more relevant tools and applications
1. Features two fully functional datacenters incorporating 127 racks of equipment
2. Covers an area of 1,445 square metres, including 10 customer laboratories, three Customer Experience Centers and one Customer Briefing Center
3. Offers 24x7 availability with secure remote access delivered via a dedicated VPN
4. No restrictions on size or scope of project or engagement
5. Security controls include smartcard entry. The UK facility is Government Security Classification ‘OFFICIAL-SENSITIVE’ capable
6. Competitive rates based on utility billing model
7. Features the latest core and edge technologies from all major vendors
8. Technology stack is constantly being updated
9. Customers can bring their own hardware and data and integrate with our facilities in the UK and Germany from any location
10. Computacenter has access to independent, multi-vendor skills

10 REASONS WHY THE GLOBAL SOLUTIONS CENTER IS DIFFERENT
CUSTOMER SUCCESSES

Customers from all sectors and of all sizes have reduced the costs and risks of their projects using the Computacenter Global Solutions Center.

FINANCIAL SERVICES COMPANY DE-RISKS NEW PRODUCT LAUNCH

Challenge
When the financial services company decided to launch a new customer product, it needed to deploy a scalable infrastructure platform that could handle high transaction volumes.

Solution
The customer partnered with Computacenter to conduct a proof of concept exercise at the Solutions Center. As well as building a replica IT environment that could host customer data, Computacenter assisted with defining business objectives and testing methodologies.

Results
The financial services company was able to safeguard the launch of its new product by ensuring that it could meet data protection requirements and customer demand.
GOVERNMENT ORGANIZATION SAVES £600,000

Challenge
When a government body wanted to improve customer services with a large-scale contactless payment system, it needed to ensure that the platform was thoroughly tested before implementation in the production environment.

Solution
The customer worked with Computacenter to design and build the back office system to support the new platform. The project started with scalability and performance testing at the Solutions Center, where Computacenter helped to build a real world test environment using the customer’s own data and systems.

Results
Using the Global Solutions Center saved the customer £600,000 by eliminating the need to invest in its own test environment. It also ensured that the platform that was finally selected was fit for purpose and helped to remove 45 days from the original project plan.

CUSTOMER OPTIMIZES RISK MANAGEMENT APPLICATION

Challenge
The customer needed a scalable and flexible platform to support a new global risk management solution. It was keen to take advantage of converged infrastructure technology, but had limited experience and needed to minimize risk.

Solution
Computacenter suggested the VCE architecture, and helped the customer fully evaluate the technology at the Solutions Center over a four-day period. Using best practices, Computacenter helped the customer optimize infrastructure design and application delivery.

Results
By testing the new application on the proposed infrastructure prior to project delivery, the customer was able to de-risk the launch of its new risk management solution and ensure that the project was completed on time.

GET IN TOUCH
To find out more about how the Computacenter Global Solutions Center could help your organization accelerate and de-risk business and IT change, please contact your Computacenter Account Manager.

computacenter.com/gsc
Enabling users and their business

Computacenter is Europe’s leading independent provider of IT infrastructure services, enabling users and their business. We advise organizations on IT strategy, implement the most appropriate technology, optimize its performance, and manage our customers’ infrastructures. In doing this we help CIOs and IT departments in enterprise and corporate organizations maximize productivity and the business value of IT for internal and external users.