


10 STEPS TO BETTER TECHNOLOGY PROCUREMENT

Discover how having fewer suppliers with more accountability will deliver better returns from technology procurement

LET'S GO 



The requirements for selecting, buying and implementing new technology are getting more and more complicated. Buyers are working with more suppliers than ever before. Yet there are clear advantages to consolidation and greater accountability in the supply chain.

CONSIDER THESE THREE SCENARIOS:

1

A multinational oil and gas producer based in the UK but operating out of 57 countries wants to standardise workplace technology and security. But the cost to procure, let alone aggregate, the same tech in every location is too high.

2

A national bank needs to rollout a digital transformation programme in phases across its HQ and branch offices. But it uses multiple vendors, and they keep sending their tech in large batches, with nowhere to securely store them for when they are needed.

3

A local authority has been purchasing technologies over the years from multiple places using a credit card and needs to cut the costs of manual procedures. But they are dealing with several hundred suppliers with no clear view of their contractual agreements.



These may be three very different organisations operating in three very different sectors. Yet the fundamental challenge is the same for all of them: **how to improve 'time to productivity' from technology.**





WHAT IS 'TIME TO PRODUCTIVITY'?

Put simply, time to productivity is the months, even years, that elapse between first making the decision to update your technology and users actually using it effectively. It is value for money or return on investment (ROI) in the context of the individual organisation.

As our scenarios highlight, there are clearly a number of barriers to rapid time to productivity, including:

- Multiple supplier agreements for sourcing technology
- Manual, inefficient, or localised procurement practices
- Inability to scope which tech is required to match changing business demands
- Knowing the terms available from different vendors (both technical and commercial)
- A gap between what users need and what the organisation can source
- Lack of availability or traceability of technology that has been ordered
- Difficulties with standardising technologies or procurement processes internationally
- Costly or time-consuming technology and data disposal

With such a long list of obstacles, it's no wonder that sourcing technology is more than just an IT or a Procurement issue.

EVERYONE'S INVOLVED

Slow time to productivity affects the CIO, who can't deliver the upgrades the business demands. It affects the CFO, who can't get overall visibility of tech spend. It affects business services like HR, who can't assure people they will have the tools they need to do their jobs well. It even affects the Environmental, Social and Corporate Governance (ESG) lead, who can see so much technology going to waste.

While there is a clear lack of ROI with slow time to productivity, the current state of affairs leaves organisations vulnerable to further risks.

With the 'overnight' shift to remote or hybrid working, organisations have had to provision new technology quickly. Yet this often meant buying from many different

suppliers (often, whoever had the availability). And this, in turn, brought added complexity and less security into the organisation.

Quite rightly, those responsible for sourcing technology are now looking to consolidate suppliers and revisit commercial terms to reduce both costs and risk exposure.



So how do you get this kind of accountability and still empower the organisation through rapid time to productivity from technology?



ACQUIRING ASSURANCES

Revisiting our scenarios, it's clear that the oil and gas producer needs to create a strategic plan to match technology choices to business needs.

It needs to review the market for the best available technologies. And it needs an international management programme that can orchestrate deliveries of similar technologies to all 57 locations.

The national bank needs to avoid paying extra for holding stockpiles of tech in its own locations. It needs to get the latest tech to its people in a planned but timely fashion, based on priority users. And it needs a simpler technology staging approach to reduce mistakes or hold-ups in helping people to start using new tech.

Meanwhile, the Local Authority needs to automate its tech procurement. It needs to consolidate suppliers and take a more proactive approach to the transition from one technology to the next. Plus, it needs a way of becoming a more responsible buyer through technology recycling and removal services that reduce its impact on the environment.

Yet making these positive steps on your own can actually diminish your ability to gain rapid time to productivity from your technology.



PRODUCTIVITY THROUGH PARTNERSHIP

Establishing an automated procurement process or developing an end-to-end logistics capability is a time-consuming project on its own.

When you add these to all the other requirements, then improving the way you source technology becomes a massive internal undertaking.

With pressure from all angles to become more secure and meet user needs, a step change in technology sourcing is only possible with an established partner such as Computacenter.

We help you determine your technology needs and – supported by our technology partners – arrange the commercial structures, integration and supply chain services to meet them reliably, consistently and against committed service level agreements.





WHAT DOES THIS LOOK LIKE IN PRACTICE?

It means understanding your immediate goals and starting wherever suits you.

Whether that is knowing what you are buying is right for you. Finding a better way to buy, store or recycle your tech. Or staying on top of the latest tech and speeding up deployment to your business.



Whatever your starting point, by partnering with Computacenter you can **not only speed up** the time to productivity from your technology. You can also **save money, reduce risk** and be **more sustainable** while you do so.





YOUR 10-POINT TECH SOURCING CHECKLIST

Asking some simple questions will help you build up a picture of how robust your supply chain is and create a risk profile.

- ✓ What is your total cost to purchase for all your tech?
- ✓ Do you know your cost of supplier management?
- ✓ What are your reporting controls?
- ✓ What is your commercial cover from each supplier?
- ✓ Do your suppliers offer to store tech for you?
- ✓ Do you have insurance to cover all technologies in all locations?
- ✓ Do you have similar warranties for tech in each location?
- ✓ What security protocol have you added to your procurement process?
- ✓ How do you know your people have received the tech you ordered?
- ✓ What happens if one or more suppliers cannot deliver?



At Computacenter, we can help you reduce your exposure and develop a more assured supply chain.



GET IN TOUCH

To discuss how we can help create a framework of engagement to address these challenges, please contact your Computacenter Account Manager, call 01707 631000 or email enquiries@computacenter.com

About Computacenter

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet. We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business. Computacenter is a public company quoted on the London FTSE 250 [CCC.L] and employs over 20,000 people worldwide.

www.computacenter.com

