

# Markit improves customer service levels with centralised server and storage support from Computacenter

“Computacenter provides predictable high-quality support for our servers and storage systems that helps to reduce downtime and improve our service.”

**Dewi Joseph,**  
Director and Global Head  
of Corporate Services,  
Markit

## Services

- Storage & Server Management

## Customer Agenda

- Cost Reduction
- Risk Avoidance
- Continuous Improvement/Innovation

## Customer challenge

As a global provider of financial information services, Markit must ensure its services are consistently reliable. Any downtime could impact the company's revenue. With Markit's services dependent on IT, guaranteeing consistent and high quality support for its critical servers and storage systems is a top priority. Faced with multiple service suppliers, the company needed to transition to a single provider that could deliver consistent, cost-efficient, and comprehensive support services across multiple geographies.

## Computacenter solution

Markit chose Computacenter to support its servers and storage estate based on its reputation as a best-in-class global services provider. The multi-year contract with Computacenter went live in mid-2014. Under the contract, Computacenter provides break fix maintenance cover and on-site engineering within four hours, 24 hours a day 7 days a week regardless of the location. The services are co-ordinated by a centralised team in the UK who engage local partners where needed.

## Results

By partnering with Computacenter, Markit has been able to improve the availability and quality of its services. The consistently high levels of support provided by Computacenter ensure that Markit has a well-maintained storage estate and has further safeguarded the availability of its servers, thereby reducing cost and risk to its business. With Computacenter accountable across all locations, Markit also created a single point of escalation. This streamlined process reduces complexity and ensures incidents are flagged and resolved promptly.