SMOOTH OPERATORS

Managed IT services for users and infrastructure

MANAGED SERVICES

ENABLING USERS – ENABLING BUSINESS

What's shaping your IT landscape? In a changing and increasingly digital workplace the user is playing an evermore important role in business leaders' IT decisions.

Where an organisation's technology and computing power were once the sole responsibility of the IT function, today's workforce is demanding more user-centric IT services. The way people work, where they work from, and even when they choose to work shapes new user behaviours that IT has to respond to.

It's an 'always-on' world for which the right infrastructure must be in place. It has to be kept running around-the-clock and, if it goes wrong, users want to be able to report and resolve issues quickly and easily.

Enabling business through Managed Services and with an ambition to be Europe's preferred IT provider, Computacenter is making this happen for customers with global operations in more than 70 countries around the world.

We understand the reality of a new style of IT focused on your users. Our end-to-end security, network, datacenter, workplace, service desk and support services come together in a seamless Managed Services model tailored to each customer's individual service needs. This model embraces cloud, as well as mobile and digital services.

From our professional field-based engineers to highly responsive service desks and managed operations, we enable a flawless and secure user experience that will create long-term value for your business.
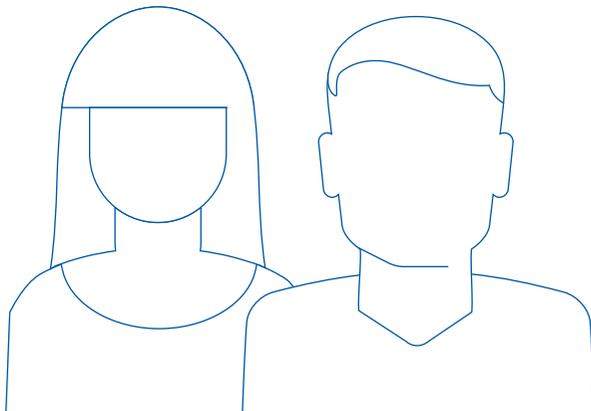
THE BEST USER EXPERIENCE

THE WORKPLACE IS TRANSFORMING

Enterprise IT users demand the same agility, accessibility and usage-based commercial models that they're familiar with in their personal lives. As enterprise IT increasingly digitises, users are more mobile, more connected and more demanding. In this evolving landscape, the CIO needs suppliers who can support, manage and secure the digital workplace and understand how it is all interconnected.

Additionally the rise of 'shadow' IT has eroded the traditional role of IT and exposed the business to greater risk and operational challenges. Compelled by user demand and the consumerisation of IT, business units have taken ownership of their own IT decisions. Users are empowered to define new ways of working, enabled by a proliferation of new Social, Mobile, Analytics and Cloud (SMAC) tools and processes. In response, IT service desks must adapt to support the huge diversity in this digital workplace.

Users need to be given the best tools for their new working behaviours, but this must be achieved in a managed and controlled manner that offers a reliable and secure experience. They want to trust the technology and the ability of service desks/IT to resolve any issues; if they can't, they will find help elsewhere and further complicate the IT landscape.

Computacenter's 29 Service Desks are staffed by 2,500 dedicated employees and complemented by 1,400 Global Infrastructure specialists in 7 Operational Command Centers.

Computacenter's end-to-end Managed Services solution helps IT leaders rise to this challenge.

It enables CIOs and the wider IT function to bring the best experience to their users, whether internal (Marketing, Sales, R&D, HR, etc.) or external end customers. The user experience and business productivity is safeguarded, whether delivered through user support at the edge or infrastructure services at the core; and whether provisioned as a traditional managed service or as a next generation service in the cloud.

Aligned with your priorities, our services range from fantastic user support for devices and their functionality, to the most secure and fastest possible networks (both Wi-Fi and physically connected) and high performance datacenter systems held on or off customer premises and in the cloud.

It's a global offering designed to support global customers acing both local and international challenges. Our Managed Services portfolio will ensure your users receive an improved experience. You will equip them with the right tools, reliable infrastructure and secure network they need to increase productivity through reduced downtime, less re-work, flexible working times and heightened levels of motivation.

END-TO-END SERVICES

Computacenter has taken the lead in enabling users and their businesses through Managed Services. Our end-to-end portfolio optimises and leverages the complete IT stack to improve user productivity and experience. It provides end user support services alongside infrastructure services that make IT service delivery more repeatable, predictable and affordable.

GLOBAL SERVICE DESK

- Service levels are critical to end-user satisfaction and our Global Service Desk enables organisations to deliver responsive, cost-effective support to users working in multiple locations, on multiple devices. Our goal is to provide not only a faster response to users but also a smarter response. And with 27 languages supported we can get to the heart of any issues, quickly and with real cultural understanding

- Our Next Generation Service Desk brings the traditional service desk into the digital world. Its platform incorporates mobile apps and an interactive, intuitive portal to provide anytime, anywhere access to IT support and information. Our native language speaking teams deliver in-language support across 70 countries

SUPPORT AND MAINTENANCE

- Our multi-skilled team complements our customers' internal resources with services that extend from maintenance, deskside installations, moves and changes (IMAC) and ad-hoc support, to providing trained operations staff and service desk analysts

- Our flexible and reliable on-site engineers operate all over the globe and effective maintenance services help to safeguard the delivery of core IT services and change projects

GLOBAL INFRASTRUCTURE SERVICES

- Organisations around the world trust Computacenter to maintain, monitor and manage their IT infrastructures. From the workplace and the network to the datacenter, we resolve incidents, we prevent problems and we execute changes

- Our global infrastructure operations bring together more than 1,000 technical and service management experts and seven shared service centers, all supported by ITIL best practices. From our Operational Command Centers and Global Network Operations Centers we can support users and systems anywhere in the world 24/7

MANAGED SECURITY

The threats to today's IT landscape are constantly changing as attackers become smarter and technology outpaces available skills. With more than 30 years' security experience and a broad security portfolio, we offer secure IT as an integral component of our Managed Services. This helps organisations both to protect their customers' data and to keep their enterprise information assets secure, right from the core to the edge of their IT infrastructure.

MANAGED NETWORK

Our global Network Operations Centers (NOCs) offer effective network management that improves systems availability for both wired and wireless networks, ensuring users' experience and productivity are maintained, wherever they're located around the world.

MANAGED DATACENTER

Our datacenter services enable your business by ensuring the infrastructure you need is always available, operating at the right capacity, and performing to (and beyond) expectations. We use ITIL best practices and our unique Process Reference Set to deliver more predictable customer outcomes.

And with the rise of cloud-enabled IT service management to help organisations move their enterprise IT from CapEx to OpEx models, our Managed Cloud services are becoming a vital enabler of next generation IT services provisioning.

MANAGED WORKPLACE

As the workplace changes into something we 'do' rather than a place we go to, users expect access to applications and data on any devices in any location. We make this possible through a range of services to manage endpoints and deliver applications securely, wherever your people are located around the world.

MANAGED UNIFIED COMMUNICATION AND COLLABORATION (UCC)

Our managed voice infrastructure and messaging infrastructure services give users the confidence that their business communications – from VoIP telephony and audio conferencing email, to email and instant messaging – are reliable, flexible and secure. With 24/7 incident resolution, we help to increase user productivity and boost competitiveness.

LOCAL SERVICES, DELIVERED GLOBALLY

We know that every organisation has its own unique IT service needs. That's why our consultants work with each customer to fully understand their business context and differentiate our services according to users' working styles and profiles.

This is especially important if you are moving to Managed Cloud services, which are driving new business models and IT management platforms.

As a strategic enabler, we manage the end-to-end computing experience, whether provided by a field engineer in Asia, provisioned from the UK, or supported from a service desk in Hungary.

Our straightforward and pragmatic approach sees us using industrialised, scalable global services and methods to deliver service desk and remote infrastructure operations.

By offering these from onshore, offshore and nearshore locations, we provide true international capability for customers with global operations.

Every year our experienced, multi-lingual team (27 languages supported, including Mandarin and APAC languages) handles nearly 11.8 million contacts from customers' IT users.

- 7.2 million infrastructure events proactively managed every year
- 350,000 customer devices managed via infrastructure services
- 640,000 service desk incidents and requests managed every month
- 8 million emails and calls handled per year via the Global Service Desk

TRANSFORMING THE WORKPLACE

At Computacenter we won't simply tell you what you want to hear: we work with you to understand what's required to enable users at every level. Then we build services and solutions to deliver it. This ensures we deliver a successful workplace transformation together; one that is built on a professionally managed, user-centric IT experience.

Satisfied, enabled and secure users are both empowered and productive. You will increase the business value of IT with Managed Services that directly improve business critical processes, such as mobilised CRM, accelerated business intelligence/analytics, secured IP, inter-company UCC and tablet-based sales.

We handle 757,000 tickets per month and our 4,600 mobile engineers are supported by 850 consultants as well as 720 project managers.

For example, using Splunk as a visual business analytics tool, we are able to help our clients dig deep into the data proliferating within their enterprises. We give them a real-time understanding of what's happening across their IT systems and technology infrastructure, from back office systems to user devices.

With simplified processes and expert resources, we give CIOs the assurance of reduced risk to safeguard corporate reputations.

As your trusted partner we focus on providing reliable and connected infrastructure, from the edge to the core, from anywhere in the world. This enables you to reduce and predict costs as you grow the business, innovate, and transform the workplace for competitive advantage.

OUR COMPLETE MANAGED SERVICES PORTFOLIO

Our service portfolio gives you real depth of support that helps you to manage the risk of digital transformation. We focus on enabling both the user and your business with:

- Always-on IT infrastructure support

- Assured network performance and availability

- Business agility, driving cost savings and transformation

- Relevant and always-available service desk

- Secure mobile connectivity to safeguard data, improve workforce productivity and ensure regulatory compliance

- Less business risk from 'shadow' IT

- 2-speed IT solutions embracing both legacy and digital technologies

PUTTING OUR CUSTOMERS FIRST

Enabling users and their business is at the heart of what we do. This focus on end-to-end user computing sets us apart. We look at what IT services the user expects and needs, ensuring our solutions maximise user productivity in line with business priorities.

We begin by listening and taking a consultative approach. Only then do we design and build each customer solution. We understand the impact of technology on your people and other IT users. And we know that getting it right isn't just about our Global Service Desk offering a range of delivery and cost options; it is about the underlying infrastructure too.

That's why we are a trusted partner when it comes to looking after virtual (logical) workstations, from the maintenance and the service desk, to the back-end storage. And we do this globally, as well as locally, scaling up to enterprise-level services, or supporting corporate services.

If you need us to work with existing vendors that's no problem: we're practised at working collaboratively in multi-vendor ecosystems – or we can manage your entire end user computing tower or IT estate.

With an excellent continual improvement model and established vendor relationships supporting our infrastructure services, we're determined to deliver long-term value to our customers: after all, your success is our success.

Our excellent renewal rates are the result of a great relationship model with our customers that puts them first and works to truly understand them.

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EUROPE'S PREFERRED IT PROVIDER

WHY COMPUTACENTER ARE BEST PLACED TO DELIVER MANAGED IT SERVICES

AWARD-WINNING

- "Best Managed Service Desk" award – SDI IT Service & Support Awards 2015

- 1st for end user satisfaction & 2nd for overall customer satisfaction in UK – Whitelane UK IT Outsourcing report 2015

- 2nd for end user satisfaction & 3rd for overall customer satisfaction across Europe – Whitelane European IT Outsourcing Study 2016

- Gartner Magic Quadrant for European End User Outsourcing 2015

NUMBER CRUNCHING

- 4.98 million users supported

- 23 million products shipped every year

- 80 key vendor partnerships (e.g. Hewlett Packard Enterprise, HP Inc., Cisco, Lenovo, Microsoft and IBM)

- Local services to customers in 70+ countries

- 2,500 staff in 29 service desks

- 1,400 global infrastructure staff in 7 Operational Command Centers

TRUSTED IT PARTNER FOR...

- Global Service Desk: Visa, Airbus, Loyalty Partner Solutions, AstraZeneca

- Global Infrastructure Operations: Network Rail, Foreign and Commonwealth Office, NFU Mutual, Camelot, Crest Nicholson

- Support and Maintenance: Morrisons, Hampshire Constabulary

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Next Generation Service Desk from Computacenter brings the service desk into the 21st century by enabling a more flexible approach to delivering IT support. It has helped us move away from reactive break/fix to an engaging self-service model.

Dave Sherry
Head of IT.
Visa Europe

VISA

"

GET IN TOUCH

Find out how Computacenter can help your organisation's transformation initiatives

computacenter.com/ManagedServices
enquiries@computacenter.com

Enabling users and their business

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