

SUPPORTING EMPLOYEES AT HOME WITH COMPUTACENTER

With the increased demand on remote working driven by global events and a more mobile and remote workforce, ensuring business continuity and employee productivity through the reliable support of end user equipment is vital.

From time to time, employees need support to repair or replace their home working technology. This can present logistical challenges, particularly during periods of supply chain constraints or temporary restrictions on the delivery of goods and services.

To ensure employees can get back up and running when their device no longer works, we are able to leverage our comprehensive supply and maintenance capabilities to provide a home device swap solution to our existing customers.

This service will enable existing customers to:

- Log incidents and requests using existing incident and request management processes
- Draw from existing customer-owned spare device stock within our facilities to provision a like-for-like device replacement
- Pre-configure the device with the appropriate build and settings where these are held by Computacenter
- Re-package and despatch the device for delivery to the nominated home use address. Delivery will be made in accordance with the local guidelines for social distancing
- Recover the faulty unit to be returned to our central repair facilities
- Cleanse and repair the returned device to be returned to the buffer stock for future re-use

COMPUTACENTER FOR HOME WORKING

Computacenter helps organisations remove the cost, complexity and risk associated with the IT supply chain by simplifying the procurement and deployment of new systems.

WHY COMPUTACENTER?

- Helping organisations source, deploy and maintain IT solutions for more than 30 years
- Relationships with 1,100 vendors and 4,000 manufacturers
- 2,500 build points; configure 5,000 products simultaneously
- Five logistics facilities across Europe to service all geographies

NEXT STEPS

Computacenter can help keep your employees connected and effective at home. To find out more, speak to your Computacenter Account Manager or contact our Business Continuity Support team: BCSupport@computacenter.com