# DIGITAL FOUNDATIONS

DIGITAL ME

# UNLOCKING YOUR FUTURE WORKPLACE

**Enable faster digital transformation and seize greater competitive advantage with IT designed for people.**

Every digital workplace is different. And so is every transformation journey. Businesses and CIOs need to ensure their digital strategies and solutions meet the specific needs of their users and workstyles.

At Computacenter we take an outcome-based approach to achieving our customers' business objectives - enabling and empowering their people with the most appropriate digital platform.

We identify personas. We define requirements. We create transformation roadmaps. We take organisations on a journey – and make sure they reach their desired destination.

Our Digital Foundations help organisations understand what a digital workplace means to the business and its users, and the steps they need to take to deliver the best outcomes and the best experiences. We use digital identities to make technology and the workplace relevant to everyone. This is IT designed for people. This is Digital Me.

With more than 30 years' experience of designing, implementing and managing workplace IT, Computacenter understands the potential and the pitfalls of transformation. We take an outcome-based, user-centric approach to ensure organisations minimise risk and maximise value.

Our Digital Foundations simplify and accelerate the digital workplace journey. We make decisions accountable. We make strategies adaptable. We make results achievable.

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## WHY COMPUTACENTER'S DIGITAL FOUNDATION SERVICES MATTER

### FOR THE CIO

- Removes risk and complexity
- Prioritises investments
- Validates strategy

### FOR THE USER

- Simplifies adoption
- Encourages engagement
- Ensures consumer-like IT experience

### FOR THE BUSINESS

- Reduces time to value
- Drives innovation
- Aligns IT with business goals

# FROM VISION TO REALITY

**Computacenter's digital workplace recommendations are not just aspirational, they are actionable.**

To transition to a digital workplace, organisations first need to understand the workplace. Computacenter's Digital Foundations provide CIOs and business stakeholders with the insights they need to make informed decisions and investments.

We begin by assessing the workstyles and needs of the organisation's people. Then we design and build digital identities that drive user engagement and satisfaction for individuals and key groups of users.

Drawing upon our rich workplace and service portfolios we enable digital platforms, collaboration tools, access to information and increased self-service – fuelling enhanced performance, transformation and continuous innovation; right across the business.

From devices and applications to user workstyles and IT objectives, we bring perspective and pragmatism to digital workplace initiatives. We look at both the old and the new to ensure existing assets are maximised and expenditure minimised.

Our Digital Foundations enable organisations to align business goals, user needs and IT assets to create a digital workplace that increases employee engagement, drives greater productivity and strengthens operational effectiveness.

From enabling collaboration and simplifying self-service to securing information and deploying new technology platforms, we help organisations determine their digital workplace priorities and dependencies. We assess. We listen. We advise.

We look beyond the initial transformation to consider the operational, financial and cultural impact of a digital workplace. Our recommendations are not just aspirational, they are actionable. We help our customers deliver in the short-term and innovate in the long-term.
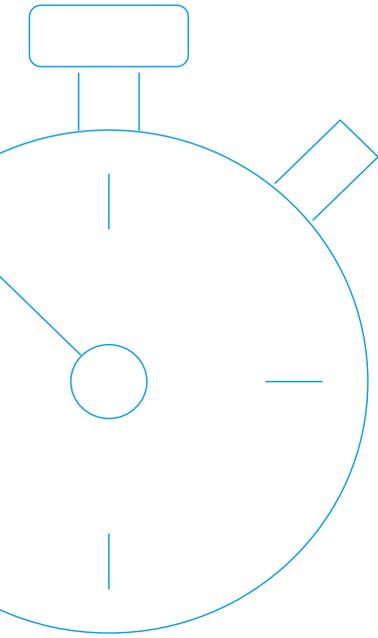
# SPRINGBOARD TO SUCCESS

**Computacenter's Digital Foundations simplify decision-making and accelerate transformation timelines.**

We help organisations build solid digital workplace foundations by providing trusted advice and recommending straightforward solutions. Our Digital Foundations kick start transformation by simplifying core tasks and accelerating key decisions.

### USER PROFILING

We take time to understand how, when and where users work, and what needs to change to make them more productive and engaged. We collaborate with business stakeholders and different user groups to determine the workstyles and personas that will help ensure workplace strategies and solutions are relevant, effective and future-proofed.

### TRANSFORMATION BLUEPRINT

We help organisations develop a transformation blueprint to take them from their current state to their desired state. We identify the digital workplace gaps and recommend how to plug them by re-using existing assets or investing in new resources. We don't just consider the IT roadmap; we also advise on cultural change, service evolution and purchasing strategies.

### REQUIREMENTS DEFINITION

Our experienced consultants work with the CIO to translate business priorities and users needs into IT requirements. We help to define and document the functionality of the digital workplace and evaluate the associated costs and outcomes. By taking a user-centric approach to requirements definition, we simplify adoption and accelerate transformation.

### IMPLEMENTATION ROADMAP

There is no single starting point for a digital workplace journey. We help organisations determine what works best for them – whether it's running a proof of concept or launching a pilot. We bring together the users' expectations, requirements definition and transformation blueprint to create an implementation roadmap that balances risk and cost with results.

# THE POWER OF PARTNERSHIP

**Achieve better outcomes for the business and users with trusted, independent advice.**

At Computacenter, we don't just help customers get off to a flying start; we help them stay one step ahead.

With end-to-end IT expertise, we assist customers at every stage of the digital workplace transformation journey. We design architectures. We build systems. We simplify user adoption. And we keep things running efficiently.

As part of our Digital Foundations, we provide trusted and independent advice to help our customers achieve the best outcomes for their business and users.

Understanding users' workstyles is key to our approach. We look beyond the traditional role-based criteria to profile users' digital footprint – from how they access information to how they consume cloud services.

We have been fulfilling customers' workstyle requirements for more than 20 years via our portfolio management services, and have developed a unique Workstyle Analysis that is constantly evolving in line with new technology trends – both in the consumer and corporate world.

We understand that every customer is different and adapt our Digital Foundations to take account of their business priorities, IT investments and user experiences.

Although every engagement is different, the outcomes are the same: we reduce risk, we remove complexity, we encourage innovation. Our Digital Foundations enable organisations to accelerate time-to-market and time-to-value.

# AT THE FRONT LINE

**Our services are founded on 30 years of experience and thousands of customer engagements.**

Our Digital Foundation framework is founded on years of Advisory Services experience. We understand it's important to consider feelings not just facts when embarking on business and IT transformations.

We talk to users. We listen to users. We enable users. And we meet their expectations. The Whitelane European IT Outsourcing Report 2016 places Computacenter first for customer satisfaction rates for end user services in UK and third across Europe.

## PROVEN PEDIGREE

- Computacenter's 750-strong consultancy practice has delivered thousands of workplace IT transformations

- We support more than 1.2 million users worldwide and understand what they want from a digital workplace

- The depth of our vendor relationships and subject matter expertise means we can advise on the benefits and risks of new digital technologies and engagement channels

- With 30 years' experience of procuring, architecting, implementing and managing IT, we understand the broader operational impact of innovation and transformation in the workplace

- Computacenter's team holds some of the highest technical vendor and general industry accreditations, including BCS and ISEB certifications in IT consulting, enterprise, solution architecture, project and service management

- As an end-to-end IT services provider, we source, deploy and manage the agile infrastructure and network connectivity needed to enable a digital workplace

- We are investing in off-the-shelf digitalised solutions, such as our Next Generation Service Desk, to bring a user-centric, consumer-like IT experience to the workplace

- Our Shared Services Model industrialises our product and service capability to deliver customers high quality outcomes and consistent delivery at a lower used cost

- Our Global Solutions Center enables organisations to test and prove new digital workplace deployments without any risk to live environments

# A TRACK RECORD IN TRANSFORMATION

## Gloucestershire Health Community fast-tracks transformation with technology blueprint and roadmap

### OBJECTIVE

The Gloucestershire Health Community must be able to cope with ongoing change within the NHS, which means its IT infrastructure must be extremely agile. IT investment in the past had been piecemeal, but the organisation was keen to take a more strategic approach.

### SOLUTION

Gloucestershire Health Community partnered with Computacenter to develop a three-year technology blueprint and roadmap. Computacenter produced a comprehensive report that outlined the current state, goal state and IT transformation recommendations.

### OUTCOME

With trusted impartial advice from Computacenter, the Gloucestershire Health Community can take a long-term approach to IT transformation that will reduce risk, maximise budget and align with NHS goals.

## Royal Brompton & Harefield NHS Foundation Trust improves patient care with device strategy from Computacenter

### OBJECTIVE

Royal Brompton & Harefield NHS Foundation Trust (RBHT) had a vision to employ better end user computing to enable superior clinical outcomes and patient care. The trust needed expert help developing an end user computing device strategy.

### SOLUTION

Computacenter talked to more than 80 members of RBHT staff to understand their IT challenges and requirements as part of a Workstyle Analysis Service. This enabled Computacenter to define five core workstyles and recommend different devices for each group along with other workplace transformation activities.

### OUTCOME

More efficient end user computing enables RBHT staff to deliver improved patient care. With a future-proofed end user computing strategy in place, the trust will be able to ensure its staff are equipped with the right devices for their role.

## Munich Re enables more efficient mobile working

### OBJECTIVE

As one of the world's leading reinsurers, Munich Re needs to collaborate with customers across the globe. To enable its people to work from multiple locations, Munich Re must provide simple and secure access to central systems, business applications and digital information 24x7.

### SOLUTION

Computacenter carried out a workstyle analysis and created digital profiles to validate the needs of Munich Re's users. As part of a new mobile platform, Computacenter deployed 2,200 smartphones, pre-configured with user data, email services and bespoke applications. To simplify user adoption, Computacenter provided personalised handovers and training.

### OUTCOME

Munich Re now has a mobility platform that is designed for the digital workplace and flexible workstyles. By equipping users with the right devices and providing secure, remote access to documents and presentations, Munich Re will be able to increase employee engagement and productivity, which will lead to better customer interactions and service quality.

## GET IN TOUCH

To jump-start your digital workplace transformation, please contact your Computacenter Account Manager, call **01707 63100** or email us at **digitalme@computacenter.com**

**computacenter.com/uk/digitalme**

**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.

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