MANAGED PRINT
From customer communications to financial reporting, print still has an important role despite the ongoing drive to digitalise business processes. But disparate and complex environments make print a costly and inefficient workplace overhead.

At Computacenter, we help customers reduce printing where they can, and optimise it where they can’t. Our services and solutions bring greater transparency, consistency and cost control to print and document management.

We recognise that in today’s digital workplace, it’s the information that’s important, not the document. We help our customers analyse business processes to identify opportunities for improvement. We streamline. We automate. We digitalise.

With our user-centric approach, we ensure employees can print securely wherever and whenever they need to, whether it’s from a home laptop, a mobile device or a virtual desktop.

We advise on the latest print and document management technologies, including cloud and 3D printing, as well as how to simplify the supporting infrastructure. Every week, our dedicated European print team, which includes sales and technical specialists, meets with customers and manufacturers to discuss the latest solutions.

We also provide customers with a unique insight into print volumes and employee behaviours, so they can maximise their investments and improve the user experience.

Our services are available on a standalone basis, or as part of an end-to-end workplace managed service with a single point of contact and economies of scale.

By partnering with Computacenter to transform both print and document management, organisations can establish agile and effective working practices that empower employees to be more productive and the business to be more cost-effective.
Computacenter helps organisations enhance every element of the print environment and every stage of document management. Our services span the entire information lifecycle to drive out complexity and drive down cost.

CONSULT AND CHANGE
We assess user needs, identify improvements and provide independent advice to help organisations establish effective document management processes and print environments. By selecting the right technologies, redesigning processes and facilitating innovation, we enable greater efficiency across the workplace. From digitalising paper-based jobs to deploying cloud printing, we help organisations blend existing and emerging solutions to meet current and future user needs.

SOURCE AND DEPLOY
With extensive supply chain expertise and sophisticated warehousing and logistics facilities, we source, preconfigure and install print solutions to meet budgets and business needs. From multi-function devices and photocopiers to desktop printers and consumables, we store and ship print equipment across countries and continents. We can also help organisations source print-related services, such as specialist off-site printing and scanning.

MANAGE AND TRANSFORM
We monitor, maintain and manage heterogeneous print estates, providing in-depth management information on utilisation. By combining onsite engineers with support from our Global Service Desk, we provide a seamless user experience for printers, photocopiers, scanners and handheld devices. These services can be combined with existing workplace support contracts to simplify delivery and reduce costs.

Our integrated approach enables customers to centralise procurement and invoicing across multiple vendors and product lines, freeing up internal resources.
THE FINE PRINT

Simplify user and device support and transform document management with Computacenter’s managed services.

MANAGED PRINT SERVICES

Computacenter’s managed print services include support and administration for every element of the printer estate and associated infrastructure, and typically incorporate workflow optimisation, follow-me and mobile printing.

TRANSITION AND TRANSFORMATION
We help organisations maximise their existing assets, while also recommending improvements from device transition to full estate redesign.

ENTERPRISE MOBILITY
We help at every stage of making mobility happen, from defining roadmaps and identifying user needs to supplying and deploying new devices. We can also integrate, manage and support the mobile estate and facilitate the introduction of hybrid provisioning models. By taking a strategic approach to enterprise mobility, we help organisations maximise control while providing users with the flexibility and security they need in a digital age.

COLLABORATION
From video-conferencing and social networking to physical and virtual workspaces, we design, build and manage solutions that simplify communication and collaboration across teams and across continents. With a broad range of expertise covering Office 365, enterprise email, IP telephony and digital signage, we can create fully integrated collaboration solutions for both cloud and on-premise platforms.

CONTENT MANAGEMENT
We help manage content throughout the entire lifecycle, from creation and storage through to deletion. Our services include sync and share to enable users to securely access files from any device and any location, and the full range of print services and solutions.
ANALYSIS AND OPTIMISATION
By reviewing the existing environment and user behaviour, we can design optimised print estates that consolidate devices, balance workloads and improve print queue management.

PRINT INFRASTRUCTURE MANAGEMENT
We proactively monitor not only print devices but also supporting servers and networks from our Global Service Centers to ensure a rapid response to faults and issues. We have a flexible pool of highly trained engineers to provide onsite support when needed.

USER SUPPORT
Our Global Service Desk providing users with a single point of contact for reporting issues and making requests. With an online portal, mobile app and self-service capabilities, users can view solve common queries at a glance, log issues on the go, and check status updates. This blended approach to user support ensures anywhere, anytime assistance.

GOVERNANCE AND MANAGEMENT
Our comprehensive reports and real-time customisable dashboards, which can be viewed on mobile devices, help organisations make more informed decisions. We also use this data to predict and fix faults and replace print devices before they cause disruption. As part of every managed services contract, customers are assigned a dedicated Service Manager who helps to identify improvement opportunities.

Computacenter’s managed document services involve an in-depth analysis before deploying new technologies to reduce manual paper- and print-based processes.

DIGITALISING WORKFLOWS
We’ve developed a robust methodology for identifying, mapping, auditing and transforming document management processes to enable a digital approach. As part of the analysis, we take into account print, people and technology costs as well as regulatory requirements to analyse the business value of digitalised workflows. We also track the flow of interactions between different business units and user communities to identify ways to remove printing, paper and complexity.

ROBOTIC PROCESS AUTOMATION
We digitalise and automate paper-based activities through the use of advanced computer software or ‘robots’. By unlocking new data insights, simplifying transactions and triggering responses, we help organisations make knowledge work more cost-effective and productive on a global scale.

CUSTOMER COMMUNICATION MANAGEMENT
We help organisations establish the foundations they need to support personalised, multi-channel customer communications. By enabling staff to engage with customers via digital channels, organisations can reduce printing and improve the customer experience. For example, e-signature solutions facilitate the secure capture, verification and retrieval of electronic signatures.
PUTTING PEOPLE FIRST

Improve productivity and satisfaction with our user-focused services and solutions

Computacenter has more than 25 years’ experience in helping organisations get print right. Our end-to-end IT expertise means we can deliver holistic solutions that integrate multi-vendor technologies and take advantage of the latest innovations.

Our Digital Me approach puts users at the heart of all our print and document management services and solutions. With detailed assessments and tried and tested methodologies, we identify and meet individual employee’s needs so organisations can deliver a user experience that maximises productivity and increases satisfaction.

With our growing international footprint and extensive partner network, Computacenter can deliver print and document management services across the globe. With proven best practices and industrialised processes, we ensure a consistent experience regardless of location.

Our Global Service Desk provides 24-hour support to four million users across 70 countries in 29 languages. Traditional telephone support is supplemented with digital channels and knowledge articles from leading printer manufacturers via our Next Generation Service Desk.
SMARTER PROCESSES, BETTER OUTCOMES

As an independent IT services and solutions company, our aim is to help our customers achieve their business goals - whether that means eliminating printing from business processes, sourcing devices in a more cost-effective way, or providing more responsive user support.

As well as working with the traditional printer manufacturers, we partner with specialist software companies and disruptors in the industry to help organisations rethink how they handle key business processes.

WHAT MAKES COMPUTACENTER DIFFERENT?

- With expertise that extends across the workplace, network, datacenter and cloud, we provide fully integrated solutions that support broader business transformations
- Computacenter’s dedicated team of managed print and document specialists helps customers understand new technologies that could help them enhance efficiency and reduce cost
- Our strategic vendor relationships mean we can offer insights into product roadmaps as well as the best commercials
- Our experts hold accreditations from more than 200 vendors and industry organisations
- Computacenter has invested £75 million in developing industrialised processes and shared service centres
- We ship around one million printers and accessories every year
- The Whitelane European IT Outsourcing Report 2016 placed Computacenter first for customer satisfaction rates for end user services across Europe
Our printer call volumes have decreased by a massive 81 per cent, which means our people can get on with what they’re best at; running our restaurants.

Debbie Whittle, Service Delivery Manager, TGI Fridays
Computacenter Helps Royal Mail Group Reduce Costs and Improve Quality Through Its Managed Print Service

Objective
Royal Mail’s internal printer estate spans more than 1,000 locations and supports around 30,000 users. To overcome availability and quality issues, Royal Mail needed to take a more user-centric and proactive approach to managing and maintaining its printer estate.

Solution
Computacenter has been providing managed print services to Royal Mail since April 2015. Its engineers proactively maintain and refresh more than 4,000 devices across the UK, and work with users to understand their printing needs. As part of the service, Computacenter captures analytics on printer and toner utilisation, which helps Royal Mail maximise its resources.

Outcome
Within the first year of the managed print service, the reliability of Royal Mail’s printer estate has greatly improved with significant cost savings identified. This has provided internal customers with access to high-quality services across the UK. As a result, employees can ensure they have the information they need, enabling them to blend print and digital capabilities to achieve the best outcomes for the business and its millions of customers.

“...The Computacenter service is critical to us on a day-to-day basis. It has improved the availability and quality of print services for our internal customers across the UK.”

Chris Bennett, Service Delivery Director, Royal Mail Group
CHANNEL 4 INCREASES EFFICIENCY AND FLEXIBILITY WITH MODERNISED PRINTER ESTATE AND MANAGED PRINT SERVICE FROM COMPUTACENTER

Objective
To continue to deliver creative content to the nation, Channel 4’s workplaces need to be efficient, cost-effective and sustainable. Although the company is at the forefront of the digital broadcasting revolution, its 1,500 users still need to be able to print hard copies of certain documents. To maximise value and resources, Channel 4 wanted to modernise its printer estate and provide users with greater flexibility and functionality.

Solution
Computacenter has been providing Channel 4 with managed print services since 2012. With detailed knowledge of the broadcaster’s IT estate and offices, Computacenter refreshed all of the print devices during a single weekend. Every user now prints using their unique ID card, which adds a layer of security as well as enabling follow me printing.

Outcome
Channel 4’s printer estate is now more reliable and efficient, which simplifies supports and ensures a consistent user experience. The new devices, which are supported by Computacenter as part of a broader five-year managed service, are also more sustainable.

By partnering with Computacenter to refresh and manage our printers, we can provide users with greater flexibility, reliability and quality.

Colin Lockwood, Corporate Operations Manager, Channel 4
GET IN TOUCH

To find out more about how Computacenter can optimise your document workflows and print environment, please contact your Computacenter Account Manager, call 01707 631000 or email enquiries@computacenter.com

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.