IN THE FRAME
Computacenter Public Sector Frameworks
From Councils and Police Forces to NHS Trusts and Colleges, Regional and Local Government organisations are transforming service delivery with digitalisation. Spurred on by the need to decrease costs and meet increased citizen expectations, many government organisations are embarking on ambitious ICT projects that will change the shape of public service delivery across the UK.

Online self-service. Automated workflows. Hybrid clouds. Digital workplaces. They will all form part of this new era in local and regional Government, which puts users – both internal and external – first.

To ensure these initiatives deliver on their transformational promises, organisations need to be able to procure ICT solutions and services quickly and cost-effectively.

Government Procurement Frameworks, including those led by the Crown Commercial Service, Scottish Government and National Procurement Service Wales, are designed to remove cost and complexity from ICT sourcing. Recent changes to the agreements, including consolidation and
the introduction of greater economies of scale, make them simpler and more attractive to use than ever before.

Computacenter has maintained a dominant presence on Public Sector ICT Frameworks for over 20 years. Our pedigree gives us a unique insight into the challenges and opportunities facing regional and local Government organisations.

We have the skills and the scale to help CIOs and service delivery owners achieve their strategic goals. We enable the digital workplace. We simplify the datacenter. And we optimise the network.

By engaging with Computacenter via established procurement frameworks, regional and local Government organisations can increase efficiency and agility, which means a better quality of service for UK taxpayers.

**30-year heritage of working with Public Sector organisations**
SINGLE SUPPLIER,
MULTIPLE SOLUTIONS

Simplified and unified ICT sourcing for the workplace, datacenter and network

WORKPLACE
From client computing and virtual desktops to enterprise mobility and print, Computacenter helps organisations take advantage of the latest workplace technologies. We ensure Public Sector staff are empowered with the right devices, platforms, applications and ICT support services to maximise productivity and the user experience in today’s digital workplace.

USER PRODUCTIVITY
Computacenter helps Government organisations equip their employees with the tools they need to access and share information quickly in a digital age. From cloud-based email and collaboration solutions to on-premise platforms and IP telephony, we provide users with a seamless experience that improves both internal and external communication to enable faster decision-making and better service delivery.

SERVICE DESK
Computacenter puts users at the heart of ICT support. By combining traditional contact channels with consumer-like features, such as self-service, web chat and a mobile app, we provide repeatable, affordable and predictable incident, problem, request and major incident management. We help balance costs with service levels so government organisations can minimise downtime and disruption for staff at the frontline of service delivery.
DATACENTER
Storage system upgrades. Data recovery strategies. Hybrid cloud services. We help Government organisations establish the ICT infrastructure foundations needed to enable seamless service delivery. We optimise. We virtualise. We rationalise. With datacenter services and solutions that span every platform, every process and every IT partner, we unlock financial savings and efficiency gains.

NETWORK
Computacenter designs, implements and upgrades networks in the datacenter and the workplace to safeguard connectivity and reduce complexity. From installing cabling and wireless access points to advising on software-defined networks, we help government organisations keep their people and data connected.

SECURITY
Our solutions and services help public sector organisations evolve from a reactive security model to a proactive security framework. We combine privileged identities, event management, data loss prevention and security analytics to provide robust protection without compromising the user experience.
With 30 years’ experience of working with the Public Sector, Computacenter understands why it’s important to put people at the heart of government ICT. We involve. We enable. We enrich.

We apply workstyles, digital identities and personas to ensure users have access to the right platforms, devices and applications to deliver the right level of service every time, all the time.

Thanks to the breadth and depth of our expertise, our teams provide can advise around both established and emerging technologies. Using our Global Solutions Center, Public Sector organisations can test and prove new workplace, network, datacenter and cloud technologies without any risk to their live environments.

Our approach is founded on transparent and predictable costs, guaranteed outcomes and putting the user first.

From the workplace to the datacenter, we make it easier for organisations to access the ICT solutions and services they need to transform and digitalise public service delivery and enable their users.
Headquartered in the UK with regional offices in England, Scotland and Wales, we have the geographical coverage and operational scale to help Public Sector organisations achieve their ICT transformation and service delivery goals:

- Computacenter features on more than seven government procurement frameworks
- We consistently achieve ‘green’ status for compliance and cost transparency during our annual audits
- Computacenter works with more than 130 SMEs (small to medium-sized enterprises) in the ICT sector, providing them with a route to supply more than 250,000 products every year to public sector organisations
- We have strategic relationships with all major ICT vendors, including Cisco, Citrix, EMC, HP Enterprise, IBM, Microsoft, Symantec, NetApp, HP Inc and VMware
- The Whitelane European IT Outsourcing Report 2016 places Computacenter first for customer satisfaction rates for end user services in UK and third across Europe
- Every year, we return around £1 million in transaction fees to the Crown Commercial Service, which helps fund the administration of the framework agreements
ENABLING SUCCESS

Computacenter has helped government organisations from across the UK achieve their ambitions for improved ICT and service delivery outcomes.

Registers of Scotland accelerates digital transformation and simplifies property transactions with software-defined datacenter

OBJECTIVE
Registers of Scotland (RoS) plays a critical role in the country’s property market. To improve its services, the organisation has embarked on a digital transformation, which is aligned with the Scottish government’s vision for public service delivery. RoS needed to modernise its IT infrastructure to support its digital ambitions and reduce operational costs and complexity.

SOLUTION
Following a competitive tender, Computacenter helped RoS source, design and deploy a highly scalable and flexible software-defined datacenter. The environment, which includes a virtualised network, hybrid cloud management platform, and converged infrastructure, has replaced hundreds of legacy servers. To maximise return on investment for RoS, Computacenter assisted with knowledge transfer and the re-deployment of existing assets.

OUTCOME
The new software-defined datacenter will eventually support around 50 workloads, including Scotland’s Land Register. Greater reliability and flexibility will make it easier for RoS to bring new digital services to market and ensure they remain highly available. Digitalising the country’s land and registry service will contribute to the buoyancy of the Scottish property market and the commercial success of RoS.

London Borough of Hackney saves £80,000 by consolidating software licences

OBJECTIVE
Local council London Borough of Hackney is continually facing pressure to reduce its costs. With essential public services underpinned by Oracle solutions, it’s also vital for the organisation to have a compliant software estate while reducing the risk of over-spending on software licensing. The council needed a partner with the skills and resources to ensure its licence agreements matched its needs.

SOLUTION
The council turned to its existing hardware supplier, Computacenter, to help get the right licensing agreement for its needs. Over three months, Computacenter completed a thorough analysis of the council’s Oracle requirements and existing licences. It then advised where licences were no longer necessary or could be consolidated.

OUTCOME
Computacenter identified that around 70 per cent of the London Borough of Hackney’s Oracle licences could be retired, resulting in cost savings of up to £80,000. As well as enabling significant savings, the project helped the council ensure compliance and minimise the risk of audit. With a better understanding of its agreements and requirements, the council can simplify ongoing software licence management, freeing up the internal team to focus on more strategic IT projects.
Essex County Council supports service transformation and data growth with new storage and backup environment

**OBJECTIVE**
Essex County Council is one of the largest local authorities in the UK. To accommodate ongoing budget cuts and drive greater efficiency, the local authority is transforming its ICT. To ensure its new virtualised infrastructure offered sufficient availability and capacity to cope with e-government services and data growth, the council needed to upgrade its existing storage and backup capabilities.

**SOLUTION**
The council selected Computacenter to help it source and deploy a new storage and backup solution based on NetApp technologies. Computacenter worked closely with NetApp and the council to design a solution that would meet current and future needs. It also provided advice and professional services to help the council’s internal team migrate more than 500 virtual machines to the new environment.

**OUTCOME**
The new storage solution offers greater capacity and better performance, enabling the council’s users to access the data they need faster. With disk-based backup, the council has been able to eliminate its legacy tape environment, which has not only significantly reduced costs but also data recovery times. This reduces risk for the council and ensures continuity and quality of service for Essex residents.
To find out how your organisation can use Government Procurement Frameworks to take advantage of Computacenter’s services and solutions, contact your Computacenter Account Manager.

computacenter.com/publicsector