



MAKING THINGS EASIER

Yorkshire Building Society improves customer and colleague experience with workplace IT managed services from Computacenter



SERVICES

- Global Service Desk
- Managed Services

USER EXPERIENCE

- Faster issue resolution
- Greater productivity

BUSINESS IMPACT

- Optimises IT performance
- Improves efficiency and service levels
- Enables innovation and continuous improvement

BUSINESS OUTCOME

- Reduces operational costs
- Enhances customer experience
- Supports business growth

OBJECTIVE

Yorkshire Building Society Group is continually striving to improve the experience for its 3.3 million customers. Although it already has one of the highest Net Promoter Scores in the financial services industry, the building society wants to make things even easier for its members. With technology fundamental to enabling not just its customers but also its colleagues, the building society needs to ensure it can prevent, identify and resolve IT issues quickly.

SOLUTION

Computacenter has been delivering managed workplace IT services to Yorkshire Building Society Group since 2008. It provides incident, problem, request and change management across more than 300 UK sites and nearly 7,000 devices. Computacenter's on-site and remote teams respond to nearly 2,000 tickets every month. Its industrialised processes and collaborative approach help maximise resources and accelerate fix times.

OUTCOME

The partnership with Computacenter helps Yorkshire Building Society Group deliver better value to its customers. A faster response to IT issues and requests minimises downtime for colleagues in branches and main office sites, enabling them to focus on delivering an excellent customer experience. The building society has also been able to free up operational spend to drive innovation, which will help support future growth.





One of Computacenter's strengths is collaboration. It often helps our other vendors work in a better way.

Andy McCleod,
Head of IT Service Delivery,
Yorkshire Building Society



OBJECTIVE

Making things easy and simple for customers

Customers are at the heart of the Yorkshire Building Society Group. As Andy McCleod, Head of IT Service Delivery at the group, explains: "The building society belongs to its members, and we always strive to put our members first in everything that we do. The group's mission is to become the most trusted financial services provider in the UK."

Although the group already has one of the highest Net Promoter Scores in the industry, it is constantly looking at how it can improve the customer experience. For example, as part of its mortgage transformation programme, it plans to reduce the application process from just 20 to five days.

IT is fundamental to delivering such efficiencies and enabling digitalisation. "Every day, we ask ourselves 'how could IT better support the business?'," says Andy. "To make things easier for both our colleagues and customers, we need to be able to deliver information and services faster."

To ensure IT remains aligned to the group's strategic goals, the building society tracks 190 business value outcomes across six core areas: speed, quality, risk, volume, cost and revenue. "These measures don't just matter to the business; they matter to our customers. As long as we understand the business value outcomes for our customers, then we know IT is doing the right thing."

To achieve these outcomes, Yorkshire Building Society Group needs to drive up IT service levels and drive down operational costs through the use of smarter technologies and processes.

"We don't just need to be able to fix things fast, we need to predict and prevent problems from happening in the first place," says Andy.

SOLUTION

Proactive and collaborative IT services

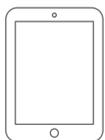
Yorkshire Building Society Group has established an IT ecosystem that combines its own internal expertise with a number of external providers.

Computacenter has been part of this ecosystem since 2008, delivering managed workplace services to 4,500 users. In 2015, the group signed a new five-year contract, which covers its main office sites and more than 300 outlets across the UK.

"One of Computacenter's strengths is collaboration," comments Andy. "My mantra for the ecosystem is compete and collaborate without conflict. Computacenter is a driving force in making this happen, and often helps our other vendors work in a better way."

Every month, Computacenter responds to nearly 2,000 incidents and requests relating to the group's 5,500 desktops, 1,200 laptops, 290 branch servers and key applications. It uses its 'shift-left' methodology, Pass12T, to help reduce the number of incidents and increase first line fix rates.

"The Computacenter team is very proactive. If they get a ticket from our service desk that isn't their responsibility, they won't just put it back in the queue. They will help identify the right resolver group, so we can fix things faster," says Andy.



7,000

devices across more
than 300 UK sites

One in 20 of the UK's population has a relationship with at least one of the brands in the group, which has a 150-year pedigree in providing financial services.

ABOUT YORKSHIRE BUILDING SOCIETY

Yorkshire Building Society Group is the second largest building society and the seventh largest retail financial services provider in the UK. With branches from Land's End to John O'Groats, it has more than 3.3 million customers. The group encompasses a number of brands, including Norwich and Peterborough Building Society, Barnsley Building Society, Chelsea Building Society, Accord Mortgages and Egg. Yorkshire Building Society offers a full portfolio of services from online banking and savings to mortgages and home and life insurance.

As well as dedicated engineers on-site, Yorkshire Building Society Group draws on Computacenter's field services team, Global Infrastructure Operations and Global Service Desk for second and third line support.

Nick Marsh, Computacenter's Lead Service Manager for Yorkshire Building Society Group, comments: "We use our Management Operating System to ensure we have the right resources available and to help improve efficiency and service levels."

In addition to providing incident, problem, request and change management, Computacenter assists with ad hoc transformation and relocation projects. In 2013, it helped Yorkshire Building Society Group relocate 800 colleagues from Bradford to Leeds and deploy 12 new technologies, including cabling, digital signage and user devices in just 100 days.

Yorkshire Building Society also partnered with Computacenter to deploy a new hot-desking infrastructure and peripheral vending machine at its main office sites. "We have hundreds of new initiatives in our technology roadmap for the next five years, and every one of them will require collaboration with Computacenter," adds Andy.

OUTCOME

A better and simpler customer experience

By partnering with Computacenter, Yorkshire Building Society Group has been able to deliver better value to its customers. Computacenter uses its Customer Value Scorecard to ensure its activities are aligned to the strategic priorities of the group.

"IT operations plays a critical role in helping our colleagues at the front-line deliver better services. With Computacenter, we can help make things easier and simpler for our customers and our colleagues by optimising IT performance," comments Andy.

The managed services contract has also helped Yorkshire Building Society:

Improve productivity: A faster response to IT issues and requests minimises the downtime and disruption for colleagues across the country, which means they can focus on delivering an excellent customer experience.

Drive continuous improvement and innovation: A collaborative IT ecosystem means the group can tap into best-of-breed advice and technologies to achieve its business value outcomes.

Reduce operational costs: Yorkshire Building Society Group's benchmarks show that its cost of support for workplace IT is much lower than the industry average.

"With Computacenter, we can spend less money on keeping the IT lights on, and more money on new technologies that engage our customers and enable our colleagues. This helps to safeguard our reputation and drive future growth," comments Andy.

MORE INFORMATION

To find out more about our managed services and read more customer case studies, log on to www.computacenter.com
