



## COMPUTACENTER PARTNERS WITH THOUGHTONOMY TO DELIVER ROBOT-POWERED SERVICE DESK AUTOMATION WITH A VIRTUAL WORKFORCE

### DEPLOYMENT OF THE THOUGHTONOMY VIRTUAL WORKFORCE™ TO PROVIDE END TO END AUTOMATION OF MANUALLY INTENSIVE SERVICE DESK ACTIVITIES.

Computacenter, Europe's preferred IT provider to enable users and their business through managed services, today announced the addition of a robotic workforce to their internal service desk operation with the deployment of the Thoughtonomy Virtual Workforce™.

Through the use of robotic process automation (RPA) tailored specifically to use in their multilingual service desk operation, Computacenter have been able to automate over 95% of key user administration tasks via an online self-service portal, removing any need for service desk interaction and managing the entire process using virtual, rather than human, workers.

"Computacenter are committed to providing high quality, cost efficient service operations through continual improvement and innovation", said Simon Oecken, Group Director, Managed Services at Computacenter. "By moving manually intensive tasks

from service desk analysts to a virtual workforce initiated on demand, we are able to offer rapid, error-free 24/7 execution of key activities, and allow our service desk staff to focus on providing world-class customer service."

Terry Walby, Chief Executive of Thoughtonomy adds, "We are delighted to be working with Computacenter, and to have proven the benefits of RPA for their support functions. Using the virtual workforce, the requests which were previously generating the highest volume of inbound service desk calls are now being delivered on-line with zero human touch. And because the software follows the same processes as a human worker, these efficiencies required no changes to downstream applications or systems, so could be delivered very rapidly."

Following the success of the initial deployment, Computacenter are evaluating options for further deployment of virtual workers across its operations

functions, and have signed a partnership with Thoughtonomy to offer their technology to support the delivery of transformational efficiency and service enhancement programs to their wide ranging European customer base.

**COMPUTACENTER HAVE BEEN ABLE TO DELIVER OVER 95% OF KEY USER ADMINISTRATION TASKS VIA AN ONLINE SELF-SERVICE PORTAL**