Camelot safeguards lottery revenues with Computacenter network support services

Customer challenge
To fulfil its responsibilities for running the UK National Lottery, Camelot must ensure continuous connectivity. The company's Cisco-based network infrastructure not only connects 38,000 retail stores to its datacenter, but also supports the website and corporate offices. Network performance can have a direct impact on revenue generation as well as staff productivity.

Computacenter solution
Computacenter has provided network support services for Camelot since April 2013. The IT services and solutions provider monitors around 200 Cisco networking devices from its Operations Command Centre in Hatfield. The Computacenter team works closely with Cisco to diagnose problems and repair or replace devices in accordance with stringent service level agreements. Computacenter also provides Camelot with access to networking skills, resources and products on an ad hoc basis to assist with transformation projects.

Results
Camelot can optimise network performance and availability, which safeguards lottery revenues, the customer experience and staff productivity. With the service based on competitive and transparent pricing, Camelot can keep costs low and service levels high.

Services
• Support and Maintenance

Customer Agenda
• Risk Mitigation
• Cost Reduction