



END USER CLOUD SERVICES



END USER CLOUD

GREATER FLEXIBILITY, GREATER PRODUCTIVITY

Sharing documents. Archiving emails. Planning projects. Securing communication channels. Collaborating with colleagues. More and more processes are heading to the cloud as users and vendors switch from traditional on-premise models to 'evergreen' cloud services.

The software-as-a-service revolution opens up new opportunities for businesses and their users. It increases flexibility. It enables mobility. It maximises productivity. But it also creates complexity and introduces new security risks.

At Computacenter, we bring simplicity to a hybrid world. We help organisations get the most from both private and public end user cloud services, so they can work faster, innovate smarter and deliver results quicker. We exploit. We automate. And we optimise.

From defining strategies and integrating on-premise systems to managing core components and supporting users, we simplify the software-as-a-service journey.

With our End User Cloud Services, organisations can move at a pace that suits them. We help migrate workloads in to the cloud, and back out again if necessary as business needs evolve.

With a 30-year pedigree in workplace IT, we don't consider cloud services in isolation. We look at an organisation's goals, user workstyles, IT strategies, regulatory requirements and existing applications to determine the best fit and deliver the best value.

From collaboration tools and email archiving solutions to line of business applications, we help organisations realise the full potential of end user cloud services so they can create a digital workplace - and a digitally-enabled workforce.

WHY COMPUTACENTER'S END USER CLOUD SERVICES MATTER

 FOR THE CIO	 FOR THE END USER	 FOR THE BUSINESS
<ul style="list-style-type: none"> • Removes complexity and risk • Enables greater cost control and transparency • Frees up resources from 'traditional' software upgrade cycles 	<ul style="list-style-type: none"> • Enriches IT experience with the latest functionality • Increases productivity and mobility • Improves collaboration 	<ul style="list-style-type: none"> • Facilitates innovation and growth • Enables rapid access to best-of-breed applications • Safeguards data by delivering comprehensive security and management options

PROVEN PARTNER, PROVEN PROCESSES

Computacenter's End User Cloud Services maximise adoption and minimise risk

We provide straightforward advice and expert assistance at every stage of the cloud lifecycle. We simplify procurement. We accelerate provisioning. We automate management.

We identify the adoption, migration and integration strategies that will deliver the quickest time to value and the richest user experience.

Our industrialised processes decrease cost and complexity for the CIO and increase choice and flexibility for the business and its users.

We help organisations navigate the cloud landscape so they can select best-of-breed solutions and vendors and ensure availability, continuity and security for the long term.

Thanks to our end-to-end expertise, we support our customers long after their cloud services have gone live. We manage on-premise and off-premise components. We optimise performance. We unlock new features. And we support end users.

From pure cloud to hybrid environments, we enhance and industrialise service delivery to safeguard availability and security. Our services are based on a flexible billing model, which helps control costs and increase transparency.

With extensive experience of Core IT [datacenter] and Edge IT [workplace], we ensure organisations have the infrastructure, connectivity and user devices they need to support their software-as-a-service journey.

COMPUTACENTER END USER CLOUD CORE CAPABILITIES

SOURCE & DEPLOY

- Benchmark vendor offerings and subscription models
- Procure licences
- Migrate workloads
- Integrate security controls and on-premise systems

CONSULT & CHANGE

- Discover shadow end user cloud services
- Define user requirements with workstyle analysis
- Develop cost and ROI models
- Conduct readiness assessments of infrastructure and endpoints

MANAGE & TRANSFORM

- Assess impact of new updates and patches
 - Track and reconcile licences
 - Provide visibility of future enhancements
 - Deliver multi-lingual end user support
-

UNLOCK THE FULL POTENTIAL

End user cloud services with Computacenter

New end user cloud services are constantly emerging. To help our customers navigate this dynamic landscape, we are constantly expanding our End User Cloud Software and Services portfolio.



We have already developed repeatable processes for simplifying the adoption and the management of popular solutions, such as Microsoft Office 365.

ADVISORY SERVICES

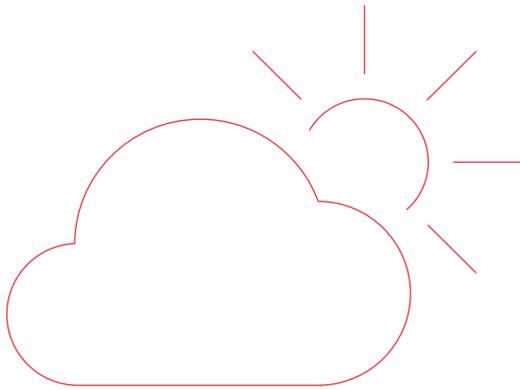
We help define end user cloud strategies that enable the business and its users. Our readiness assessments pinpoint process, people and platform changes that are needed to facilitate a cloud-based approach to software delivery. We help organisations understand their subscription, migration and integration options, so they can accelerate and simplify their cloud journey.

ADOPTION SERVICES

We use industrialised processes, best practice blueprints and complementary solutions to automate and orchestrate the design and delivery of end user cloud services. We assist with key workplace integrations, such as directory services, line of business applications and single sign-on solutions.

MANAGED SERVICES

Our end-to-end managed service plugs the end user cloud support gap. As well as providing direct support to users via our Global Service Desk, we also assist with platform components, including tenant administration and hybrid infrastructure management. From role-based access management and patch management, our evergreen service ensures a consistent experience for employees.



FLEX

We help customers streamline the deployment and adoption of SharePoint using FLEX, a cloud-based automation tool from ICS Solutions. Whether deployed on-premise or via the cloud as part of Office 365, our services combined with FLEX best practice blueprints enable organisations to accelerate time to value. This not only helps our customers realise greater business benefits from SharePoint, but also reduces implementation costs and timelines for Office 365.

MOBILE

We help organisations take a strategic approach to mobility with integrated solutions, optimised security, and simplified support providing the control organisations require. We help at every stage of the journey, from defining mobile strategy, identifying user needs to supplying and deploying new devices, integration to existing systems, management & support, and disposal of devices. We've industrialised our cloud mobility services, enabling organisations to take advantage of proven best practices that mitigate risk and efficient processes that minimise cost.

CLOUD SOLUTIONS

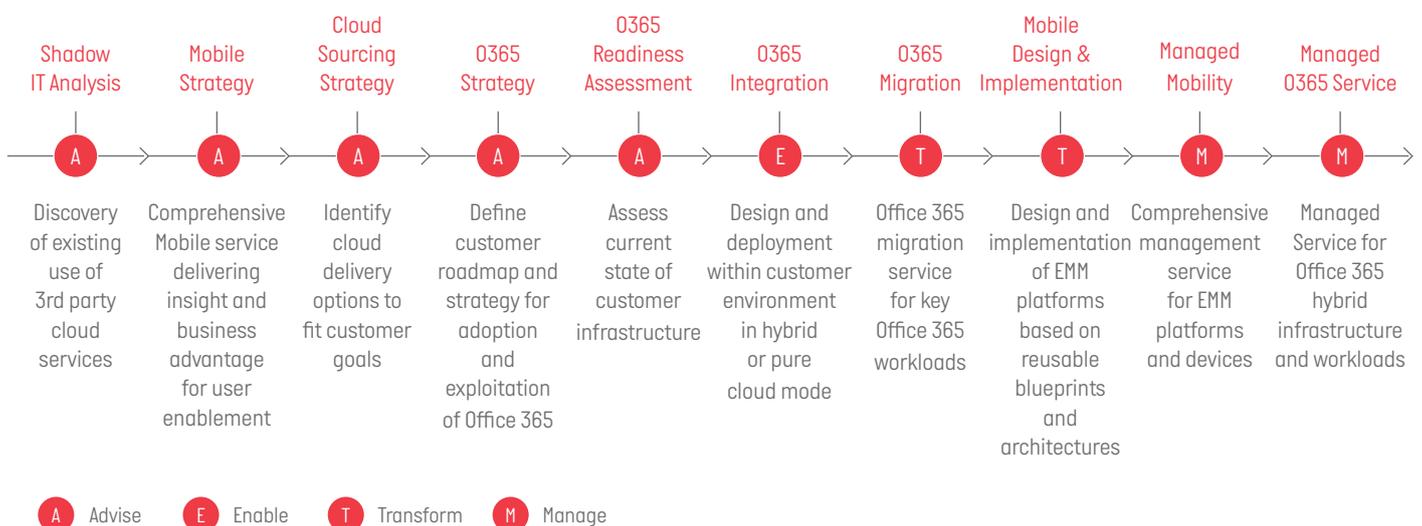
OFFICE 365

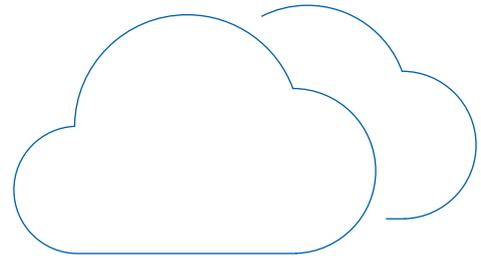
From pure cloud to hybrid, Computacenter helps organisations define and deliver their Office 365 roadmap. As a tier one Microsoft partner, we assist organisations in exploiting the full capabilities of the solution to meet users' evolving needs. Our migration and managed services enable organisations to maximise the flexibility and productivity gains of Office 365.

MIMECAST

Mimecast's messaging solutions simplify data security, email archiving and business continuity. Data protection is a critical issue in hybrid cloud environments. By leveraging complementary solutions, such as Mimecast, Computacenter provides organisations with additional levels of assurance and availability. We help our customers exploit Mimecast's solutions to enhance the technical capabilities of their email systems as well as optimise service levels and the user experience.

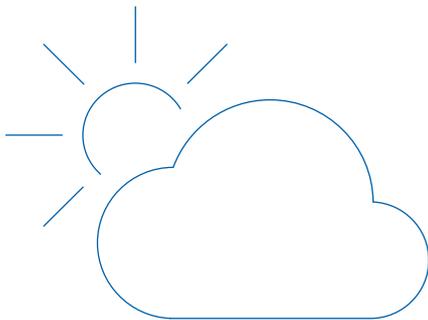
END USER CLOUD - SERVICES





10 REASONS WHY WE ARE DIFFERENT

Computacenter's End User Cloud Services help businesses innovate faster and users work smarter by simplifying the adoption and implementation of software-as-a-service.



1. We have relationships with established ISVs and cloud service providers.
2. We offer independent advice on software-as-a-service models and transition plans.
3. Our Customer Experience Center enables organisations to evaluate the benefits and impacts of cloud services on users and IT operations.
4. We have migrated in excess of 1.5 million users to Office 365.
5. Computacenter's Global Service Desk supports around 1.2 million users.
6. We help organisations realise the full benefits of FLEX, which can reduce deployment time and costs by 70 per cent.
7. Computacenter has extensive experience of implementing Mimecast solutions and is a Mimecast Certified Technical Specialist.
8. With end-to-end IT experience, we can combine our Managed End User Services with broader transformation and optimisation initiatives.
9. Our Next Generation Service Desk and Enterprise Mobility Management solution help digitalise the workplace with self-service support for users and enhanced data security for mobile devices.
10. We have 30 years' experience in workplace IT and manage more than 3.8 million user devices.

PROVEN SUCCESS

We recognise
software-as-a-service
as a core enabler of the
digital workplace and
the importance of
effective management
and governance.

Driving greater collaboration without compromising security

BUSINESS CHALLENGE

When an insurance company became fully independent from its parent company, it needed a flexible but stable workplace platform for its 15,000 employees.

OUR SOLUTION

Computacenter helped the customer migrate its users and data from disparate workplace platforms onto a centralised Office 365 environment, comprising Exchange, Lync and SharePoint. The security of the new environment, which is accessed from various devices including virtual desktops, was key to ensuring the customer could meet its regulatory compliance obligations.

RESULTS

A unified workplace IT platform has simplified collaboration resulting in greater user productivity and satisfaction. White boarding and screen-sharing encourages team-working and accelerates innovation.

Supporting seasonal peaks in user numbers

BUSINESS CHALLENGE

With hotels, coffee shops and restaurants in locations across the UK, this hospitality group wanted to improve information-sharing and teamwork. It needed a solution that could scale up and down in line with seasonal demand.

OUR SOLUTION

Computacenter helped the customer migrate more than 5,000 users to Office 365 and Microsoft Exchange Online as a hybrid solution. As well as configuring new collaboration tools and providing technical assistance with transitioning existing emails, calendars and contacts to the cloud, Computacenter delivered on-site user training.

RESULTS

The new cloud-based solution supports single sign-on, enabling users to move seamlessly and securely between desktop and mobile devices. It is also more flexible and economical to manage and maintain, so the customer can respond to seasonal peaks.

GET IN TOUCH

For more information on how Computacenter can help you achieve your goals, please contact your Computacenter Account Manager, call us on 01707 63100 or email us at cloud@computacenter.com

computacenter.com/cloud

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.



Computacenter (UK) Ltd
Hatfield Avenue, Hatfield, Hertfordshire AL10 9TW, United Kingdom

computacenter.com
+44 (0)1707 631000