FIT FOR PURPOSE
IT Supply Chain Services
EFFECTING CHANGE

For contemporary organisations, maintaining a competitive edge means enabling users, and the business that supports them, through continuous investment in their IT capability.

Increased demands for remote and flexible working, the rise of mobile first, and the convergence of technologies, demand that organisations must deploy and support an ever-changing portfolio of devices, and must continue to evolve the infrastructure needed to support these.

Computacenter supply chain solutions play a critical role in IT transformation. From equipping data warehouses to deploying mobile handsets; from Apple to Zebra, and on to satellite navigation units, cash registers and petrol pumps, we take an end-to-end view of the lifecycle of a vast range of products and equipment. Our flexible approach and proven, repeatable processes make IT sourcing more affordable and more predictable.

Over the past 30 years, we have built an unrivalled reputation for equipping our organisations to reduce cost and complexity, whilst driving productivity, efficiency and agility, at a national, international and global level.
In the face of a range of challenges, including maverick purchasing, non-standardised product catalogues, long distribution times and calls for an improved, consistent user experience, many of the world’s leading organisations have turned to Computacenter. They seek help in driving value, consistency and efficiency through the entire lifecycle of their equipment and technology.

**SOURCING & PURCHASING**

New ways of working and delivering users with greater choice often means managing a larger, more complex, supplier network. By reducing their supplier base, and adopting different purchasing strategies, organisations can drive down capital expenditure and reduce management costs. They must become effective at sourcing a wide range of technologies; negotiating effectively with vendors; and achieving greater economies of scale.

**DEPLOYING**

There is a growing demand for ready-to-go solutions that can be deployed rapidly, and which ensure a consistent user experience. This has increased the appetite, amongst the global enterprise community, for secure configuration and pre-staging services. This in turn has led to a growth in demand for innovative services, such as out-of-the-box workstations and pre-built and tested plug-and-play compute racks.

**MANAGING**

A seamless supply chain experience must address the full lifecycle of the products and equipment it supports. This starts with understanding the exact requirements of the user community, and extends right through to the collection and recycling of old equipment. It must adapt to change and the evolution of IT, for example, the trend for IT support to move away from onsite engineers, and towards a remote, software supported model.
COMPUTACENTER’S END-TO-END LIFECYCLE APPROACH

OPERATIONS CENTRES

ROADMAP MANAGEMENT

PRODUCT SELECTION

DISPOSAL SERVICES

INTERNATIONAL MANAGEMENT

LOGISTICS

CONFIGURATION & CUSTOMISATION

WAREHOUSING

COMMERICAL & PORTFOLIO MANAGEMENT

PRODUCT FULFILMENT & BUSINESS TAKE ON

BENCHMARKING

CUSTOMER PRIORITIES

SUPPLY CHAIN
EXPERIENCE CERTAINTY

With the largest independent supply chain operation in the UK, and significant presence and facilities in Germany and France, Computacenter offers global customers a complete range of standardised and bespoke services. These embrace logistics, configuration, benchmarking, fulfilment, governance, asset tracking, data protection and disposal.

We have direct relationships with more than 1,100 vendors, and 4,000 manufacturers to ensure that we are best placed to help our customers to launch strategic initiatives or react to arising opportunities.

With the breadth and scale to offer over 60,000 physical products, we are best placed to help organisations to identify and procure the most appropriate products, under the best commercial terms, and have the experience to support them throughout the entire lifecycle. Computacenter’s Customer Experience Center (CEC) not only showcases the latest technology, but gives organisations the opportunity to test the integration of multi-vendor solutions.

The majority of engagements on products are fully automated, which speeds up delivery times, and drives down costs. We can configure pre-built infrastructure ‘stacks’ or ‘in-a-box’ ready solutions, and are highly skilled at coordinating complex deployments – including the removal of old equipment.

This assures our organisations of a solution that not only aligns precisely to the needs of their users, but which is also delivered with a minimum of disruption to their business. Where required, equipment can be configured in a high-security environment, to ensure a physical and virtual partition from our wider operation.

Computacenter provides a range of flexible and innovative finance solutions, such as leasing, utility billing and planned life purchase. We can help organisations to defend their legal position through software license management, and to protect their organisation from maverick purchasing through our outsourced and managed purchasing systems.
Computacenter owns and operates some of Europe’s largest and most sophisticated purpose-built facilities. For example, our UK logistics and distribution centre in Hatfield has over 220,000 square feet of space, including a 130 x 22 metre fully automated warehouse.

With 80 benches and 1,500 build points, staff can configure 3,000 products simultaneously and ship 35,000 items in a 24 hour period – with over 99% delivered on time.

240 cameras track every person through the facility, and key areas are completely automated to bring added security. We can take this further to provide bespoke security processes such as deep auditing and fully caged configuration to ensure that we meet the highest levels of security demanded by, for example, leading banks and government organisations.

We experience high levels of staff retention, and with over 200 accreditations, our staff are continuously trained to ensure not only their ongoing personal development, but also to achieve the highest levels of customer service. Hatfield is just one of five such facilities that Computacenter owns and operates across Europe, ensuring that, where appropriate, we can truly support our customers’ international operations.

Our configuration service can include language versions of software, interface customisation, local branding and even country-specific power cables.

Computacenter’s Connect procurement tool gives organisations access to global pricing to reduce the effort and expense of catalogue management, and our service takes into consideration every aspect of international supply chain management, such as international tax, currency and language.

We enable organisations to simplify the task of deploying new technologies across international boundaries, achieving efficiencies and compliance. Where we are unable to export, due to scale, cost or restrictions, we can utilise our partner network of over 70 Local Country Organisations. This extends our reach to nearly 100 countries, yet still offers customers the option of a single point of contact across all territories.
REAPING THE BENEFITS

A well planned supply chain provides benefits right across the business

WHY COMPUTACENTER’S MANAGED SECURITY SERVICES MATTER

FOR THE CIO
IT and the CIO are able to drive digital transformation projects, through the consolidation of legacy technology and the deployment of new equipment, from the core to the very edge of their organisation. They can improve the user experience of their internal customers; reduce the complexity of supplier management; and simplify the task of on-going management and support.

FOR THE USER
Users are equipped with the right tools to work efficiently, collaborate and improve customer engagement. These are delivered in a timely way, and with the minimum of disruption. Ordering is simplified; new equipment arrives ready to use out-of-the-box; and the end-to-end managed process becomes a key factor in achieving increased employee satisfaction.

FOR THE BUSINESS
Business units are able to deploy a wide range of equipment, right across their business, which is configured to their exact needs. Through a consistent and managed approach to supply chain, organisations of all types and sizes can drive productivity; improve security; ensure compliance; and increase agility in the face of changing market drivers.

The buying cycle is changing, particularly in high-ROI projects. Organisations are more tech-savvy, and are seeing technology as a means to solve business outcomes, rather than viewing it as an inevitable expense.

Gartner, 2014
WHY COMPUTACENTER

Computacenter has a 30-year track record in IT supply chain. Our end-to-end capability spans the entire process from product specification right through to disposal, and includes ordering, supplier management, configuration, deployment and whole-of-life management and support.

We are financially stable and offer flexible and transparent commercials. Through standardised and repeatable processes, we help organisations to improve build times by 25 per cent, whilst enabling greater control and a lower cost of ownership. Our breadth of vendor relationships enable us to offer economies of scale for the supply of technologies.

Computacenter’s dedicated software practice manages license renewals to assure compliance is maintained throughout the lifetime of a product, while our best practice processes reduce cost and time-to-value for the deployment of new technology.

We offer an established, secure, international supply chain service, with a single point of contact to ensure high levels of service and consistency are maintained across all territories and partners.

We deliver international support through multi-lingual agents, working within 11 Global Support Desks, located across the globe. These include 24x7 operations in Barcelona, Cape Town, Montpellier and the UK.

Continuous improvement is built into our service, to drive innovation and enhance the service and relevance that we deliver to customers. Our unique and holistic approach to the supply chain process, is key to achieving a consistent customer experience with SLAs of 99.95 per cent.

Our solutions extend right across our customers’ business – from core infrastructure, to workplace solutions, mobile devices and specialist equipment.
EXPERIENCE AND EVIDENCE

Waitrose enables Partners to deliver more responsive customer service with IP telephony.

AkzoNobel improves the customer experience with new in-store technologies.

British Gas installs smart meters faster by equipping engineers with Windows 8 tablets.

Camelot maximises sales potential with Windows 8 tablets.

Bristol City Council establishes a more mobile and flexible workplace to support digital services and cope with budget cuts.

Welsh local authorities reduce ICT support and procurement costs with pioneering procurement framework.
GET IN TOUCH

Find out how Computacenter can help your organisation’s transformation initiatives
computacenter.com/supplychain
computacenter.com/global_capabilities/
enquiries@computacenter.com

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.