Royal Mail Group

Improved user experience at **Royal Mail Group** with responsive support services and modernised workplace IT

Services:

Service Desk: Global Service Desk
Workplace: Client Computing
Security: Endpoint Security

Source & Deploy: Smart Supply, Supply Chain Services, Life Cycle Management
Manage & Transform: Support & Maintenance

Customer Agenda

- Cost Reduction
- Growth/Business Change
- Continuous Improvement/ Innovation

Technology

- HP laptops and desktops
- Ricoh printers

Customer challenge

To help Royal Mail Group achieve the objectives of its IT Service Transformation Programme, Computacenter needed to deliver ICT services that would complement the company's multi-supplier model.

Computacenter solution

Computacenter provides a range of end user services from its facilities in the UK and South Africa. Its service desk responds to more than 12,000 calls per month, assisting users with incident management and request fulfilment across more than 23,000 devices and applications. Computacenter is also responsible for build, asset and patch management; procuring and refreshing workplace devices; and delivering security services. Industrialised processes and service level agreements help continuously improve the user experience and minimise business impact.

Results

Computacenter's services are designed to help Royal Mail Group deliver more cost-effective and higher quality services to its users. Its customer-centric approach along with the successful transition helped Computacenter win the Royal Mail Technology Supplier of the Year award for 2015.

Computacenter

Customer profile:

Delivering post to 29 million addresses in the UK

The Royal Mail Group is the UK's designated Universal Postal Service Provider. It operates 60,000 routes across the country and delivers around 13 billion letters and one billion parcels each year.

The Royal Mail Core Network is made up of 100 delivery offices in the UK as well as customer access via over 11,000 Post Offices and 115,000 postboxes. Royal Mail Group is the only postal company in the UK that provides a 'one-price-goes-anywhere' service six days a week.

The group employs around 155,000 people and includes Parcelforce Worldwide and General Logistics Systems – one of the largest parcel delivery networks in Europe.

Business challenge:

Delivering reliable and responsive IT services

To help Royal Mail Group achieve the objectives of its IT Service Transformation Programme, Computacenter needed to prove it could deliver IT services that would complement the company's multi-supplier model.

The programme is designed to introduce collaboration into the provision of IT services and will help Royal Mail Group revolutionise the technologies that enable its £9 billion business and users in the UK.

"Delivery companies are technology-led companies and IT transformation throughout Royal Mail Group is central to the company's parcels and letters business," says Catherine Doran, Chief Information Officer at the Royal Mail Group. "We recognised that transitioning to new IT suppliers would help promote innovation and ensure best practice was embedded into our IT function."

To become Royal Mail Group's desktop services and helpdesk partner, Computacenter needed to demonstrate it could deliver reliable and responsive services. With a sales team led by experts and strong references from customers with similar supplier ecosystems, Computacenter was able to establish its credibility.

The team worked closely with Royal Mail Group to shape the solution, asked questions that demonstrated an in-depth understanding of IT and user needs and proved its ability to adapt as a broader sourcing programme took shape. This led to conversations that focused on Royal Mail's overall objectives, not just user services, which were vital to forming the right solution and transition plan.

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>
> **Catherine Doran,**
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> **Royal Mail Group**

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Chris Bennett, Director of Service Delivery for the Technology Organisation, Royal Mail Group

Computacenter solution:

A better user experience

Royal Mail Group appointed Computacenter as its desktop services and helpdesk partner in July 2014.

The helpdesk service went live in April 2015. Computacenter used its industrialised processes and methodologies, including Tempo, to ensure a successful transition from the previous provider.

John Beard, Major Accounts Team Director from Computacenter, comments: "We worked closely with Royal Mail Group and the other service providers in the IT ecosystem to ensure we went live as planned. Comprehensive service acceptance and assurance methodologies helped to ensure confidence at every key milestone."

The Computacenter helpdesk provides incident management, request fulfilment and knowledge management to circa 30,000 users in the UK across more than 23,000 devices and applications. The team handles around 12,000 calls per month, with an abandon rate of five per cent and a first fix rate of 65 per cent.

"We've put in place a number of service level agreements that are designed to continuously improve the user experience and minimise business impact," comments Alison McLean, Service Director at Computacenter. "We're currently achieving an average speed to answer that is well above our target."

By using its Pass12T methodology, which is founded on a 'shift left' principle, Computacenter will be able to fix more issues at the first line as the contract matures.

Computacenter also provides remote and deskside support services across the UK for those issues that can't be resolved by the helpdesk team.

Greater IT standardisation and security

As well as providing end user support, Computacenter is delivering a range of other workplace IT services to Royal Mail Group, including:

- Application packaging
- Hardware procurement and disposal
- Build and asset management
- Patch and print management
- Major incident management.

A rolling refresh programme for HP laptops and desktops and Ricoh printers also forms part of the contract. This will embed greater standardisation across the Royal Mail Group estate, removing both cost and complexity from IT support.

Given the Royal Mail Group's growing reliance on technology, Computacenter was tasked with helping it ensure its devices and data are protected against security risks.

In partnership with Symantec, Computacenter is responsible for collating security logs and events from any new IT assets deployed both within the datacenter and the workplace as part of the managed service.

Results:

Enabling growth and innovation

Computacenter's services are designed to help increase efficiency and service performance.

As Chris Bennett, Director of Service Delivery for the Technology Organisation at Royal Mail Group, confirms: "We have taken a huge step forward in delivering a more cost-effective and higher quality service to our users. Computacenter worked with us closely throughout the transition to ensure the service went live on time."

"Delivering a great service is all about people. Computacenter really does put its customers first, and cares about how it engages with everyone at every level," continues Bennett. "We talk the same language."

This customer-centric approach along with the successful transition helped Computacenter win the Royal Mail Technology Supplier of the Year award for 2015. "Our collaborative approach and unswerving commitment to the go-live date helped establish real trust. As with any major service take-on, there were challenges but we overcame them together," comments Beard.

With the service now live, Computacenter has assigned a Customer Solutions Architect and Customer Operational Architect to the account to identify service optimisation and IT transformation opportunities.

"Our new IT ecosystem will provide the technological backbone required to deliver further innovations for our customers. Computacenter will perform a vital role in this delivery," concludes Doran.

Computacenter