AGILE INFRASTRUCTURE
Enterprise performance from the IT Core
BECOMING THE ULTIMATE SERVICE PROVIDER

In today’s dynamic and fast moving global economy, organisations are constantly impacted by change. To remain competitive, they must continuously evolve to drive productivity, drive innovation and enable agility. Technology is core to delivering business transformation. Users demand access to systems, applications and information immediately, reliably and securely – wherever and whenever they need to work.
At the same time, the opportunities and challenges of the Internet of Things (IoT) and Social, Mobile, Analytics and Cloud (SMAC) must be addressed.

Whilst enabling employees, customers and partners through better business intelligence, enhanced collaboration, flexible working and smarter systems, they are also increasing the volume and variety of information to be managed and made available to users.

An organisation’s IT and information must sit at its very heart and impact right across it. Through automation, orchestration, software-defined infrastructure and the adoption of cloud, the IT department is able to respond to business demands, driving employee satisfaction and enhancing the customer experience.

The data centre will continue its transformation from a traditional, virtualised, consolidated, and centralised IT infrastructure into a service-oriented and economically efficient internal cloud.

Gartner, 2014
UNLOCKING IT AND INFORMATION

Through the provision of new IT consumption models; the flexible delivery of business critical services; and effective information management, the enterprise IT department will evolve from enablers of IT to enablers of the business.

By 2020, IT departments will have 50 times more data to look after than they do today. Organisations need to make sense of data collected from multiple devices, applications and systems across the business, and external sources – and to unlock its true value.

Against a backdrop of demand for increased productivity and performance, business leaders seek to predict, identify and respond to market trends, and to enable more personalised and rewarding customer engagement.

In response, IT must build and optimise the best infrastructure and processes to gather, store, organise and manage information, and to make this available reliably and securely to users when, where and how they need it.

A software-defined strategy mobilises all layers of the IT stack, to deliver IT services on demand – right across the business. This streamlined approach enables simplified management and the agility to make real-time changes, within pre-defined parameters.

INFRASTRUCTURE IS NO LONGER DEFINED BY HARDWARE AND DEVICES

Control of the datacenter can now be fully automated and managed by software. This is key to enabling business transformation, through the provisioning of new IT consumption models, and the flexible delivery of business-critical services.
Datacenter transformation centres on the need to optimise IT capability and to align this to the strategic and operational needs of the business.

Organisations are faced with the choice of optimising and improving their legacy infrastructure or embracing a cloud-based delivery model. The reality for many is a two-speed, hybrid solution that effectively blends both approaches.

Computacenter is expert at helping customers to derive optimum value from their legacy infrastructure. Through virtualisation, consolidation, automation and orchestration, workload re-platforming and migration, we drive increased efficiency and performance across the entire enterprise.

A software-defined approach enables simplified IT management. IT enables changes to be made quickly and easily in response to business demand and lays the foundations for the adoption of public, private and hybrid cloud.
CAPTURING CLOUD CAPABILITY

With users demanding immediate and secure access to resources, files, data, applications and systems from almost any connected location, cloud has become a mainstream technology, featuring high on the C-level agenda. Adopting a software-defined datacenter and cloud based delivery model enables organisations to move from being investors in hardware to consumers of IT. They can build agile infrastructures to improve decision-making and enable innovation, cut the time to market for new products and services, and deliver a great user experience.

Computacenter’s proven track record of building and brokering cloud solutions means that our customers can consume cloud services from multiple providers as well as building their own internal services.
DELIVERING DYNAMIC DATA

Extracting greater value from data presents both opportunities and challenges for enterprise organisations to enhance customer interactions, develop new products and services, and to identify and exploit opportunities for competitive advantage.

Computacenter has a unique capability for end-to-end information enablement. We design, build, test and deliver Analytic Ready Infrastructure (ARI) identifying the best approach and most appropriate technology to match our customers’ objectives and businesses requirements. By achieving optimal compute and data platforms, we deliver the scalability and flexibility to cope with data growth now, and into the future.

IT Operational Analytics (ITOA) ensures that Computacenter customers can underpin availability and service levels right across their organisation – through data integration, predictive and prescriptive analytics, integration and the optimisation of SaaS and applications.
SOFTWARE, SERVICES AND SOLUTIONS

With the skills and experience to deliver end-to-end services for the management and deployment of IT and information, our approach embraces the key stages of assess, advise, design, build, test, implement, support and manage.

We help customers to drive modern IT enablement from the heart of the business, and to ensure that its effect is experienced at the very edge.

With more than 200 vendors and industry accreditations, we deliver an independent strategic advisory service to simplify the path to optimised IT and business transformation.

Our professional services and consultancy team ensures the very best outcomes, by selecting the most appropriate, best-of-breed technologies, and aligning these to our customers’ strategic IT and business goals.

As a leader in Supply Chain Solutions, we are uniquely placed to source and deploy new investments, and to licence and manage the next generation software that underpins the enterprise.

Our multi-vendor Solutions Center enables organisations to validate datacenter strategies and solutions – including software-defined and cloud – helping customers to reduce risk, cost and uncertainty, whilst accelerating benefits and business change.

FIRST PLACE IN THE WHITELANE RESEARCH IT OUTSOURCING STUDY

We were placed first for End-user Services, in the Whitelane Research IT Outsourcing Study United Kingdom 2015.
WHY COMPUTACENTER

• Computacenter’s heritage in IT and information enablement spans 30 years
• With over 12 years’ experience in virtualisation, automation and orchestration, we are widely regarded as specialists in the virtualisation of business-critical apps and the provision of best-of-breed technologies, IT resources and industrialised processes
• We have delivered over 750 virtualisation projects, and our consultants, including 100 accredited VMware consultants, hold more than 200 vendor and industry accreditations
• The world’s leading brands rely on us to virtualise their business-critical apps, enable their cloud deployments and help them embrace a software defined approach
• As a Cloud Builder, Cloud Provider and Cloud Integrator, we bring a breadth of choice and experience to the task of adopting and deploying cloud solutions
• Computacenter’s 850-strong consultancy practice spans all areas of IT, providing leading advisory services, consulting and risk-free transitions
• From single site deployments to multi-national programmes, our Supply Chain team configure 3,000 systems and ship 7,000 items per day, achieving an SLA of 99.95 per cent
• 2,500 Computacenter staff in 29 Service Desks, and 1,400 Global Infrastructure staff in seven Operational Command Centers, deliver user support to 1,000 customers, across 70 countries, handling 11.8m contacts per year and 757,000 tickets per month
• Through our Customer Experience Center (CEC) and Solution Centre, we can not only showcase market-leading technology, but can also deliver, test and validate real-world integration between multi-vendor solutions
EXPERIENCE AND EVIDENCE

Computacenter worked with Eversheds to help the law firm think differently about how they managed and deployed technology. Lawyers are now more mobile than ever before, and the firm can provision new client-facing services in a shorter timeframe.

Camelot partnered with Computacenter to benchmark and evaluate a number of datacenter solutions to support its ERP environment and online gaming platform. Based on a total cost of ownership (TCO) analysis and proof of concept exercise, the two companies selected a solution based on IBM technologies. Computacenter worked alongside IBM to design, configure and deploy the solution across Camelot’s two datacenters.

Liverpool Direct Ltd (LDL) enlisted help from Computacenter to design and build a server management solution. Computacenter installed the solution on 250 servers in just four weeks, minimising system downtime, increase efficiency and preventing server-related issues by 75 per cent.
EXPERIENCE AND EVIDENCE

Computacenter helped NHS Medway reduce costs and improve care for 280,000 people with centralised storage environment. The new environment provides a highly scalable and cost-effective solution providing data security and disaster recovery ensuring regulations are met.

Unipart Logistics partnered with Computacenter to select, source, configure and implement a solution based on an IBM XIV storage array and Brocade SAN (storage area network).

Computacenter helped Biomni develop a hybrid cloud solution enabling the organisation to move workloads between internal and public cloud environments seamlessly and with minimal administrative effort. Biomni can now respond to requests, set up new environments and develop new features and functionality faster and at lower cost.
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.