# Computacenter Acquires TeamUltra to become one of the leading ServiceNow Partners in Europe

*The acquisition gives Computacenter access to one of the most experienced pool of ServiceNow specialists and supports customers with their digital transformation.*

**Friday, 31st of March – London, UK**: Computacenter, Europe's preferred IT provider to enable users and their businesses, announced today that it has acquired Service Management Company TeamUltra- a ServiceNow Gold Services Partner. The acquisition means that Computacenter is now one of the leaders in the ServiceNow Services partner ecosystem, benefitting from one of the most experienced pools of ServiceNow specialists in Europe with over 600 projects and implementations.

Mike Norris, Chief Executive Officer, Computacenter said: "Our strategy is focused on enabling users and their business to make digital work. Just six months on from announcing our sales and service partnership with ServiceNow, we have made a strategic acquisition to enhance our commitment to the ServiceNow platform, continuing to guide our customers on their digital transformation journey through integrated cloud services."

"The TeamUltra acquisition means that we can link ServiceNow's cloud-based Service Management platform for ITSM, customer service management, security operations, IT operations management and more, with Computacenter's award-winning Next Generation Service Desk (NGSD) and Digital Workplace offering, to transform the end user experience."

TeamUltra will continue to operate independently but will become Computacenter's dedicated ServiceNow delivery capability and customer point of contact for providing managed services, professional services, products and licenses. Combined with NGSD, the Digital Workplace offering, and now TeamUltra's ServiceNow services capability, Computacenter is bringing together the full suite of solutions for businesses to focus on digital transformation, while benefitting from intelligent service management and improved workflows.

Mike Beale, Managing Director of TeamUltra said: "To retain our position as a ServiceNow partner of choice in today's rapidly evolving marketplace, we needed to find a strategy that complemented our culture, vision and focus on delivering excellent customer service. The acquisition of TeamUltra by Computacenter means that we can continue our independent and agile market approach with local decision making support while leveraging our respective expertise and complementary solutions portfolios."

Daniel Osterbergh, Area Vice President, Channel & Alliances, EMEA, ServiceNow added, "Today's intelligent connected enterprise operates in a time of unprecedented digital disruption. Through the acquisition of TeamUltra, Computacenter can help customers on their digital transformation journey by using ServiceNow's platform and suite of solutions to enable users for success"

As part of the deal, Computacenter will be gaining a highly-experienced team of more than 60 ServiceNow Implementation and ITIL certified Service Management specialists and subject matter experts. "Technical expertise was one of the most compelling factors in our criteria for finding the right ServiceNow partner", said Michael Weiss, Head of Group Strategy and Marketing, Computacenter. "TeamUltra's specialists and consultants delivering process consultancy, implementation, bespoke training, support services and integrated solutions will enrich and innovate our strategic offerings around the Digital Workplace, Hybrid Cloud and Managed Security Services to Make Digital Work for our customers. This puts us in a strong position to meet ever-complex customer demands."

Computacenter's partnership with TeamUltra began in 2016 with the delivery of a series of major project implementations for financial, utility, and pharma clients.

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**About Computacenter**

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.

Rooted in core European countries, Computacenter combines global reach with local expertise. www.computacenter.com

**About TeamUltra**

Established in 2006, TeamUltra is a UK's leading ServiceNow Gold Services partner. We enable our customers to change the way people work, by using the ServiceNow platform, to enable service management for every department in the enterprise with IT Service Management, IT Operations Management, Security Operations, Customer Service Management, Field Service, Human Resources, Facilities, Governance Risk and Compliance. We provide Professional Services, Managed Services and Support and Integration Solutions based around the ServiceNow platform to the global ServiceNow community.

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