



Unipart pioneers new kind of outsourcing deal with Computacenter

Unipart Logistics, the logistics arm of the Unipart Group, has agreed a five-year IT managed services deal with Computacenter that will enable it to provide a higher level of service to its customers and save money.

The agreement, which includes end user, data centre and network managed services, will also help the logistics arm of Unipart to increase business agility, enabling it to take on new logistics customers more quickly. Unipart already works with high-profile brands, such as Vodafone, Apple and Homebase.

Carl Powell, CIO for Unipart Logistics and Manufacturing commented: "Our partnership with Computacenter has developed over more than 10 years. As an IT services provider the company has shown flexibility and a can-do attitude. Appointing Computacenter as the primary contractor and single point of contact will enable us to benefit from simpler IT management as well as lower costs."

The agreement is a new approach to outsourcing founded on a reciprocal business partnership in which Computacenter's IT skills have been combined with Unipart's Lean expertise to produce a better way of managing IT, based on "the Unipart Way".

Powell continued: "Most IT industry experts believe that creating long-term relationships between suppliers and customers is important. I go further and believe that strategic, reciprocal partnerships will deliver more value

to both parties. Combining the Unipart Way, Unipart's Lean Philosophy of Working, with Computacenter's best practice IT processes will deliver real value."

Under the deal, which is worth over £18 million, Computacenter will be responsible for an IT infrastructure transformation programme that involves transitioning part of Unipart's Service to Computacenter's offshore facility in Cape Town, South Africa.

By relocating support and transforming its server environment, Unipart will be able to reduce support costs, cut carbon emissions in line with company objectives and increase business agility.

Simon Walsh, Managing Director, UK, at Computacenter, commented: "The agreement with Unipart further strengthens our position in the transportation and logistics sector. It includes a number of initiatives that will enable us to deliver continuous improvements in service level agreements and guaranteed cost reductions over the lifetime of the service."

Computacenter initially will be responsible for supporting 2,200 Unipart users in the UK from its central service desk in Milton Keynes.

An additional 2,500 international users will also have access to the facility, which offers second and third line support for problem, incident and change management in accordance with the ITIL 3.0 framework.

The IT services and improvement projects will draw on the collaborative best practices of both organisations. The service will combine the Lean practices pioneered in Unipart's logistics and transactional environments with Computacenter's innovative Shared Services Factory.

Computacenter operates its central service desk according to its bespoke PASS12T methodology. This set of processes is focused on improving service quality and reducing cost through prevention, increased automation and self-help technologies.

"Computacenter has offered us a low-risk deal at a guaranteed price point," commented Powell. "Our customers expect high quality yet cost-effective logistics management and services. By working with Computacenter, we can scale our IT to meet seasonal fluctuations and minimise operational overheads both for Unipart and our customers. This will enable us to continuously improve over the lifetime of the contract and drive innovation, service improvement and cost reduction.

"The partnership will provide us with access to a wide range of IT expertise and enable us to develop a technology roadmap that will help us continue to deliver exceptional logistics services to our customers and boost competitive advantage."

The service went live on 1 January 2009.