



# Managed Workplace

Computacenter's flexible Managed Workplace services address the challenges of today's complex end user environments to maximise efficiency and minimise operational costs.

## Business challenge

The workplace is constantly evolving as organisations adopt new practices, such as flexible and home working, new office environments and adoption of consumer devices such as iPhones and iPads.

The resulting increase in both mobile and remote devices and end users has led to greater complexity when delivering IT support.

With internal teams responsible for supporting an increasing number of technologies, applications and operating systems as well as geographies, service quality and employee satisfaction can easily be impacted.

To cope with these complexities, organisations need to find a balance between cost and service quality that also allows for the flexibility needed to respond to changing business needs. This means taking a proactive approach to service delivery based on standardised processes and best practices, ongoing transformation and scalable resources.

## Computacenter solution

Computacenter's Managed Workplace services combine transformational initiatives with day-to-day support to create a fit-for-purpose workplace environment. Service delivery options range from tailored IT managed services through to utility-based cloud solutions.

**Managed Device:** provides management through the entire lifecycle of your multi-vendor client devices from procurement and deployment to optimisation and support.

**Managed Print:** involves re-designing your print environment to create an infrastructure that meets individual users' needs while transforming capital expenditure into predictable operational costs with estimated cost savings of up to 30 per cent.

**C<sup>3</sup>Mail:** provides organisations with an enterprise email service with guaranteed availability for a fixed price per month per mailbox.

For organisations wanting to move toward cloud delivery, Computacenter's C<sup>3</sup> platform provides a pragmatic approach to the adoption of cloud services. It provides specific guaranteed outcomes on a pay per use utility basis. These services can be delivered on or off premise or as a shared solution from one of our UK datacenters.

*"As an organisation we do not have the specialist knowledge and capability to cover every aspect of our operation, so we look to partners like Computacenter to help us implement industry best practice and evolve an approach that, ultimately, will differentiate us from the competition and benefit market share."*

Bill Mann,  
Head of Service Management,  
Visa Europe

## On our customers' agenda

These services address three core business issues facing organisations today.



Cost Reduction



Growth /  
Business Change



Risk Avoidance

# Managed Workplace

## Key benefits

Computacenter's Managed Workplace services combine the efficiencies and cost-effectiveness of industrialised processes with commercial flexibility to enable organisations to:

**Control costs:** Our shared resource model and transparent approach enable organisations to achieve more for less and simplify budgeting. We use proven methodologies to optimise provisioning, reduce the need for on-site support and centralised service delivery.

**Reduce risk:** Managed Workplace is based on stringent and group-specific service level agreements to ensure employees have continuous access to the technology they need. Computacenter will help implement processes that safeguard remote access and data retention to enable compliance and flexible working.

**Facilitate change:** Commercial flexibility means our services can be quickly scaled up or down to support innovation, changing business demand and the needs of a dynamic client infrastructure.

## Why Computacenter?

With 25 years of IT experience, Computacenter helps organisations manage and transform the workplace infrastructure. We offer:

**Breadth and scale:** We support more than 750,000 users, 1.5 million user devices and 70,000 servers on behalf of our customers.

**Expertise:** Computacenter's consultants hold more than 200 vendor and industry accreditations. We feature in Gartner's Magic Quadrant for Desktop Outsourcing in Europe and were recognised by the EquaTerra UK Service Provider Performance study for 2010 as being more likely to help organisations achieve their outsourcing goals than other UK providers.

**Repeatable best practice:** The processes developed through our Shared Services Factory enable us to share best practice across our customer base, resulting in ongoing cost savings and continuous service improvements.

## What next?

To find out how Computacenter's Managed Datacenter services can help you, please contact your account manager or email: [enquiries@computacenter.com](mailto:enquiries@computacenter.com)