

...it gets better

Our customers know we add our greatest value through long-term relationships. That's why nine out of ten of our largest customers in 1994 remain significant customers today.

The following pages show how, by working very closely with our customers, listening to their issues and anticipating their needs, we can help them derive real business advantage from technology.





We are integrating our systems and processes as closely as we can with those of the Inland Revenue to give them a seamless link for e-procurement...

Kieran O'Driscoll, Client Director, Computacenter

...which will help us achieve our aim of placing 99% of orders electronically.

Mark Forth, Head of IT Procurement, Inland Revenue

Using Computacenter, the Inland Revenue is moving towards total on-line procurement for all its IT, Telecoms and related services. Other services provided include cabling, configuration, installation and end-user training. The contract covers 70,000 users across 650 locations in the UK.



Inland Revenue & Computacenter



Inland Revenue

Mark Forth from the Inland Revenue (left), in conversation with Computacenter's Kieran O'Driscoll.



Our helpdesk offers a single point of contact for all European end user IT issues, speaking to users in their own language...

Vincent Pearce, Business Development Manager, Computacenter

...for us that means improved user productivity and service levels, so we can concentrate on our business.

Mark Ashcroft, International Support Leader, Owens Corning

Computacenter provides a centralised multilingual helpdesk and support centre service for Owens Corning, together with Europe-wide procurement management, asset management, integration, maintenance and onsite services. The contract covers more than 1,300 users in eight different countries.



Owens Corning & Computacenter

Owens Corning



Vincent Pearce of Computacenter (left), talking with Mark Ashcroft from Owens Corning.



Our international partnership, ICG, allows us to offer consistent quality of service and pricing for over 40,000 BP personnel across 61 countries worldwide...

Paul Thomson, Account Manager, Computacenter

...giving us the platform we need to share information with our knowledge workers throughout the world.

Mike Bond, COE3 Logistics Manager, BP Amoco



To help the customer meet its aims of improved employee productivity and mobility, Computacenter, a BP services partner for over four years, is upgrading BP Worldwide's common operating environment. The project, which includes supply chain services and IT professional training, is one of the first, and largest, Windows 2000 deployments in Europe.



BP Amoco & Computacenter

BP Amoco



Computacenter's Paul Thomson (left), talks with Mike Bond from BP Amoco.