

## In partnership

The following pages illustrate how we worked closely with five of our customers in 2002, understanding their issues and developing innovative solutions to help them reduce cost and realise value from technology.

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Additional case studies, are available on our website  
at [www.computacenter.com/casestudies](http://www.computacenter.com/casestudies).

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- 11 Greater London Authority
  - 12 THUS plc
  - 13 Royal Mail
  - 14 Bank of Ireland UK Financial Services
  - 15 Swift
-



## Greater London Authority

### The challenge

To provide a flexible, scalable and reliable IT infrastructure to underpin the current and future needs of the GLA, including various e-government initiatives. Manny Lewis, the GLA's Executive Director of Corporate Services, explains, "We didn't have the technical expertise in-house for such a roll-out – and, to be honest, neither should we expect to. We also had a tight window to complete the project, as the infrastructure had to be in place prior to the relocation to City Hall."

### The solution

Computacenter assessed the functional requirements of the GLA, and tailored a solution to the authority's

needs. This included deploying six new Compaq DL380 servers to underpin the new email system and desktop environment, plus upgrading more than 500 desktops. Several applications and services were consolidated on to single machines, freeing up a number of servers and enabling the GLA to make more effective use of its IT infrastructure. The solution was thoroughly tested in a 'proof of concept' laboratory and then migrated over three weeks.

### The benefits

Manny singles out the new infrastructure for praise. "There have been a lot of benefits, many of them hidden to users and the outside world. For example the IT team are finding it much easier to do fixes,

the network is more reliable and we expect to see a reduction in our IT support costs. The infrastructure also has the scalability and flexibility to enable us to progress our e-government programme."

### Services provided

Technical consultancy, systems integration, project management, technology supply and systems engineering.



## THUS plc

### The challenge

THUS, one of the UK's leading providers of voice, data, internet and contact centre services, sought to reduce its IT operating costs while still retaining high-performance systems and customer service.

Bob Baxter, Architecture and Standards Manager, comments, "Not only do IT departments have to cope with the day-to-day management of their infrastructures, they also have to identify strategic ways to enhance the use of technology. Plus, there is a constant need to find ways to reduce the total cost of ownership of IT systems."

### The solution

Computacenter was awarded a five-year contract for the end-to-end management of desktops and laptops, as well as THUS's file and print servers. "Computacenter was able to prove that it had the resourcing capacity and expertise to scale its services according to the needs of the business", says Bob Baxter. Computacenter is helping THUS standardise on Windows 2000.

### The benefits

"We have already been able to reduce the number of helpdesk calls and support costs, by introducing

more remote fixing capabilities," comments Bob. "Computacenter has successfully managed to reduce our IT costs, but at the same time helped us build an IT strategy that is stable and flexible, and can respond to the changing needs of the market."

### Services provided

Managed desktop service, encompassing technology procurement and deployment, systems installation and support, and asset management.





## Royal Mail

### The challenge

With a third of its IT systems replaced every year, Royal Mail was keen to maximise the value of its aged assets. Also, with the imminent introduction of a new EU Environmental Directive, the company needed to ensure that all its IT equipment was recycled, and harmful materials were not discharged into the environment.

### The solution

As part of the implementation of a standard operating environment, RDC (the total asset management business of Computacenter), helped the customer identify systems that could be refurbished for re-use, separate them from those

that could be re-sold and safely dispose of the remainder. Within a short while RDC was able to return enough money to the company from the re-sale of systems to cover the cost of disposing of the rest.

### The benefits

"Not only have we turned disposal from an overhead into a revenue stream, but the ability to re-use old systems is exceptionally cost effective," says Paul Jopp, Infrastructure Deployment Manager for Royal Mail. "When you compare the cost of upgrading at £250 per system with the cost of replacement at around £650, you soon see the economic sense. We expect in future to see around one-third of each year's intake of new systems coming from RDC's

refurbishment of our 'old' systems. Not only does that help to reduce our acquisition budget significantly, it will really drive up our return on investment."

### Services provided

Equipment refurbishment, re-sale of usable systems, re-cycling of hazardous components and asset management.







## Bank of Ireland UK Financial Services

### The challenge

To provide an optimum, end-to-end mortgage service, Bank of Ireland UK required the roll-out of an application to deal with the entire mortgage process, from requesting credit checks to providing formal offers. However, it needed to minimise business continuity risks during the implementation and, once the application was operational, ensure ongoing high availability.

### The solution

Computacenter successfully designed, tested and deployed an infrastructure to underpin the new mortgage application, and provides an ongoing managed availability service. The infrastructure is

guaranteed 99.8% uptime during core business hours. This is achieved through the use of remote monitoring tools that continuously review the performance of all the key components and identify in advance any problems before they impact the business.

### The benefits

Peter Stafford, Director of IS for Bank of Ireland UK, says, "With so much riding on its success, we did not want to have any risks around the technology, and so looked to Computacenter to help develop the platform, and then manage the ongoing availability of the infrastructure. We have been pleased with the results, and have suffered no outages."

Colin Halsall, Director of IS Bank of Ireland Personal Lending UK, adds, "The business benefits of the implementation are numerous. By enhancing the capacity, flexibility and scalability of our IT, we have been able to improve the efficiency of our lending services for the benefit of both the business and our customers."

### Services provided

Technical consultancy, systems integration and engineering, project management, managed availability via remote monitoring, and technology supply.

**Bank of Ireland**   
**UK Financial Services**



## SWIFT

### The challenge

Over 7,000 financial institutions in 197 countries connect to one another through SWIFT, exchanging millions of messages, valued in trillions of dollars, every business day. To sharpen its focus on this core business, SWIFT wanted to provide a common, high level of support to its internal IT users across all geographies, through one point of contact. It also sought to reduce its IT support costs.

### The solution

Computacenter provides SWIFT with IT helpdesk and related services within a global three-year contract. We provide a centralised IT user support desk in La Hulpe, Belgium, and desk-side support

teams in each country, which work under the service desk's control. The contract commits to service levels agreed with the customer and provides coverage 24 hours a day for 1,800 users in Europe, Asia Pacific and the USA.

### The benefits

Werner Hellinckx, Head of MIS (Management of Internal Services) at SWIFT, comments, "Our agreement with Computacenter is a move away from SWIFT's traditional resourcing arrangements. With the service level agreements that Computacenter offers, we're able to provide the same level of service globally to all of our internal customers." Working to ITIL service management

best practice, Computacenter has both standardised and improved the level of service, while a contractual cost reduction plan has allowed SWIFT to reduce service costs on a year-by-year basis.

### Services provided

Global 24x5 service desk, first and second-level incident and problem management, asset management and request management with desk-side services in Belgium, Netherlands, Hong Kong and USA.

