



## In partnership

The following pages illustrate how we worked closely with four of our customers in 2003 to help them reduce their costs, improve service levels, access appropriate technical skills and lessen the burden on their IT resources.

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Bouches-du-Rhône

For more information and additional case studies, please visit our website at [www.computacenter.com/casestudies](http://www.computacenter.com/casestudies)



## *The Dorchester*

Our project managers ensure complex projects are delivered according to plan with minimum disruption to the organisation. They hold a wide range of formal accreditations, including PRINCE II practitioner, ISEB and APM.

### **The customer**

The Dorchester first opened its doors in 1931 and has been providing hotel guests with the highest standard of service and comfort ever since. The hotel is part of The Dorchester Group, and offers a range of services from hosting business events to providing spa treatments and exquisite dining.







# IMPROVING CUSTOMER SERVICE

## **The challenge**

The Dorchester needed to provide guests with easy-to-use, in-room technology, information and entertainment services. As Luke Mellors, Systems Manager at The Dorchester, explains: "Hotel guests increasingly expect access to a sophisticated entertainment system in their rooms. They also expect business services such as internet access and laptop connectivity. By providing these services we can be more competitive by specifically targeting corporate customers." However, ensuring such services are reliable, secure and can be easily upgraded in line with business demands can present a challenge. "Far too many hotels implement the necessary technology without the infrastructure to support it."

## **The solution**

The NeosTV system, which can be customised and expanded as required, is supported by in-room hardware components such as PCs, plasma screens, printers and audio systems and a complex back-end network and server infrastructure. The entire solution was tested before deployment for its resilience, security and ability to scale easily to meet changing business requirements. Computacenter also provides ongoing support for the in-room and server hardware through its Service Centre, as well as managing customer billing and internet access for the system.

## **The benefits**

Thanks to the new solution, guests at The Dorchester can now enjoy a range of entertainment and business services including films, music, internet, email, world radio, remote office applications and guest services from a single in-room solution. The Dorchester is able to use the system to create new business opportunities and actively target corporate guests, giving them competitive advantage in the luxury UK hotel market. "The satisfaction of our guests with the system has exceeded our expectations", comments Luke.

## **Services provided**

Technical consultancy, systems integration, project management, systems maintenance and support, technology sourcing.

# ACCESS TO THE RIGHT SKILLS



**ARD** <sup>1</sup>

HAUPTSTADTSTUDIO

CC CompuNet installed Windows Server 2003 across ARD Hauptstadtstudio's server estate, replacing the existing storage systems.

## The customer

ARD Hauptstadtstudio produces political newsfeeds for the ARD network's nine national television companies and 55 radio stations. Located in the heart of Berlin, it is one of the German capital's leading centres for political journalism.







#### **The challenge**

ARD Hauptstadtstudio supplies its radio and television channels with current news. Its 170 employees are therefore reliant on a high-performance, reliable IT infrastructure. Wolfgang Zülch, IT Director at ARD Hauptstadtstudio comments, "Most of our 36 servers were becoming obsolete. Our existing operating system was Microsoft Windows NT4.0, for which Microsoft was withdrawing support. In addition, the management of the IT estate needed simplifying." In order to ensure long-term availability and performance, the organisation decided to embark on an extensive migration and consolidation project.

#### **The solution**

Within the scope of a server/storage consolidation project, CC CompuNet installed Windows Server 2003 across ARD Hauptstadtstudio's server estate and replaced the existing storage systems with a Storage Area Network (SAN). The 250-strong PC estate was refreshed, with all systems upgraded to Windows XP. In addition the entire network and internet access facilities were replaced and improved.

#### **The benefits**

The consolidation and migration projects took place in a business-as-usual environment at the studio. This led to a reduction in the number of servers. The studio now relies on 28 servers instead of the previous 36. In addition, the new SAN brings more flexibility, efficiency and lower costs, whilst the network migration ensures systems are highly available and stable.

#### **Services provided**

Project management, system design and integration, desktop and workstation refresh.



# MORE POWER, LESS COST

**abbey**

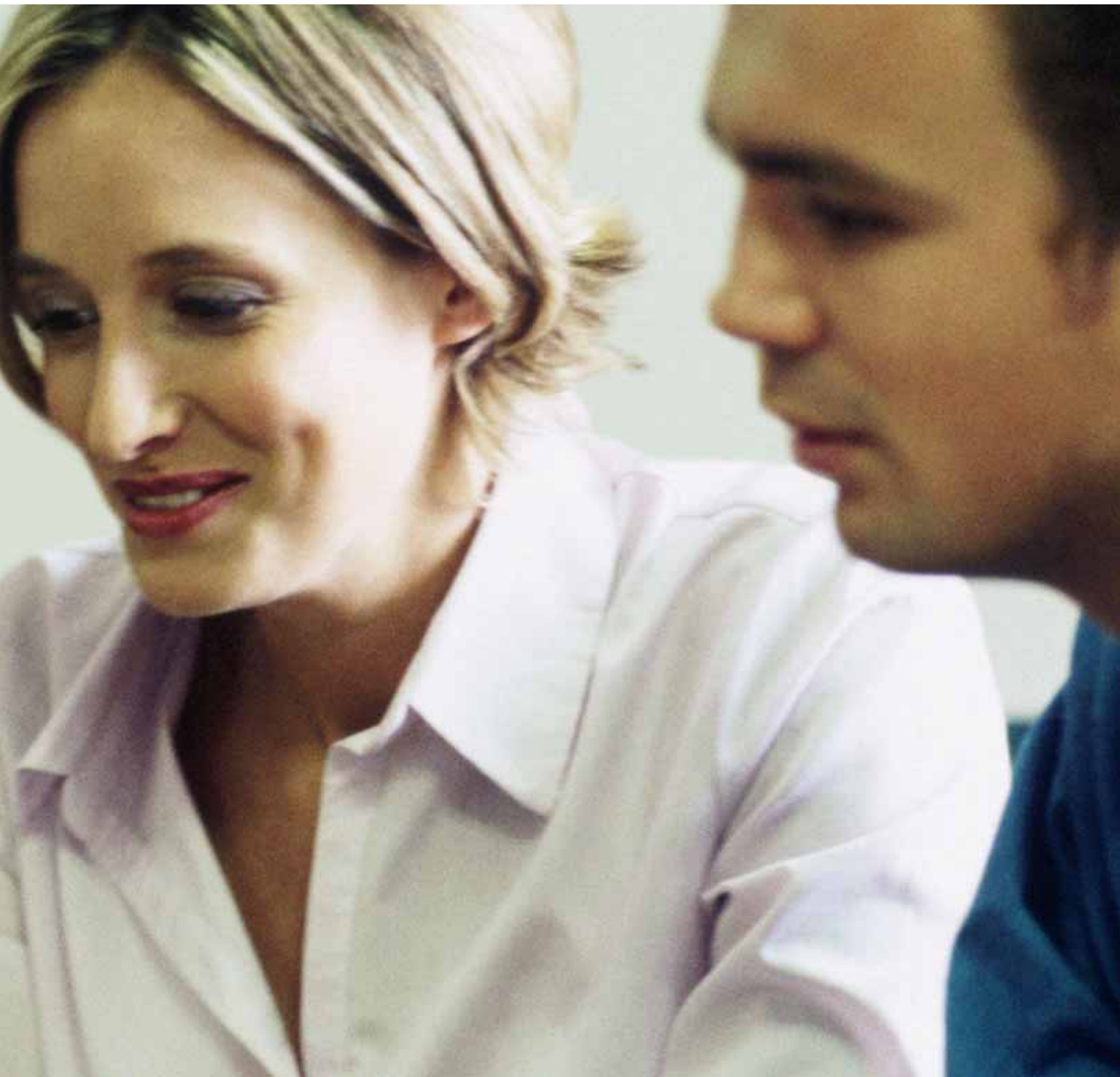
Using Computacenter's Solutions Centre, Financial Products was able to validate its grid computing solution in a risk-free environment.

#### **The customer**

Abbey is one of the UK's largest banking organisations. Its Financial Products operation provides equity, fixed income and credit derivatives products on behalf of the company.







#### **The challenge**

Creating derivative-based solutions requires the processing of a huge amount of data, which presented Abbey's Financial Products operation with a considerable challenge. "We have to process very complex models, which can involve as many as 50,000 calculations per trade", comments Noel O'Mahony, Head of IT for Financial Products. "The processing overhead is extremely significant, and we needed to find a more cost-effective method than our existing approach."

#### **The solution**

By using Computacenter's Solutions Centre, Financial Products was able to validate its grid computing solution in a risk-free environment. O'Mahony comments, "The technology needed to mirror our production system was all ready for us; all we had to do was install the application and begin our tests. Although we could have set up an internal proof-of-concept lab, this would not have been a quick or cost-effective option. Using Computacenter we were able to test the performance and integration of the solution with our IT systems, but in a non-production environment."

#### **The benefits**

Financial Products is now able to manage the distribution of processing across more than 50 servers at the company's London offices. "It's certainly given us competitive advantage. We have also hooked up some of our NT desktops to share processing power on a peer-to-peer basis, and we hope to be expanding this capability significantly in the coming months. The potential is astronomical, as by continuing to add idle processors to the cluster we gain virtually unlimited computing power."

#### **Services provided**

Technical consultancy, proof of concept, system testing, performance benchmarking.

# BETTER SERVICE, LIGHTER LOAD



For CG13, we integrated the different areas of IT support into a single service team, accessed by the users through Computacenter's Service Desk.

## The customer

The Conseil Général des Bouches-du-Rhône, better known as CG13, is the regional government body for an area that includes the Camargue and France's second largest city, Marseille. CG13 looks after social services, transport, the regional economy, the environment, roads, education and culture for the département's 1.8 million inhabitants.







#### **The challenge**

In line with France's policy to decentralise activities such as schooling and social services from central to departmental governments, CG13 is increasing its base of 3,700 IT users by at least 1,000 users a year. To meet the challenges of expansion and provide a higher, more measurable quality of service to its users, CG13 chose Computacenter.

#### **The solution**

Computacenter has integrated CG13's multiple IT support functions into a single service team, which users access via a Computacenter on-site Service Desk at the Hôtel du Département. From here, services can be provided remotely, or engineers booked to visit any of the département's 138 sites. By committing to service level agreements, we are able to ensure a high standard of service, working closely with CG13 to define support processes in line with ITIL-based best practice.

#### **The benefits**

As a result of the new support structure and processes, CG13 has been able to continue its expansion, it has reduced the burden on its IT staff, and the quality of end-user service continues to rise. Anne Brunel, IT Director at CG13, comments, "Computacenter's Managed Service Desk helped us increase systems availability and productivity, while freeing up our own staff to serve the needs of the expanded business."

#### **Services provided**

Service Desk, providing incident management, request management, asset management and project services through both remotely accessed and on-site services.