Cutting cost, raising service

BT

> Computacenter focuses on improving
IT service levels for BT employees and
achieving a year-on-year reduction in costs.

> Within the first year, BT saved more than
£7 million and service levels improved by
up to 30%.

Challenge

BT needed to reduce the cost and
complexity of supplying and maintaining
desktop PCs and laptops for its 90,000
employees in the UK.

The communications and technology
giant has a large desktop/laptop estate
widely dispersed in the UK with 7,000
home-workers. Managing all aspects of
this environment internally was making less
and less sense financially. The company
was keen to find a way to reduce the costs
as well as improve service levels and the
overall end-user experience.
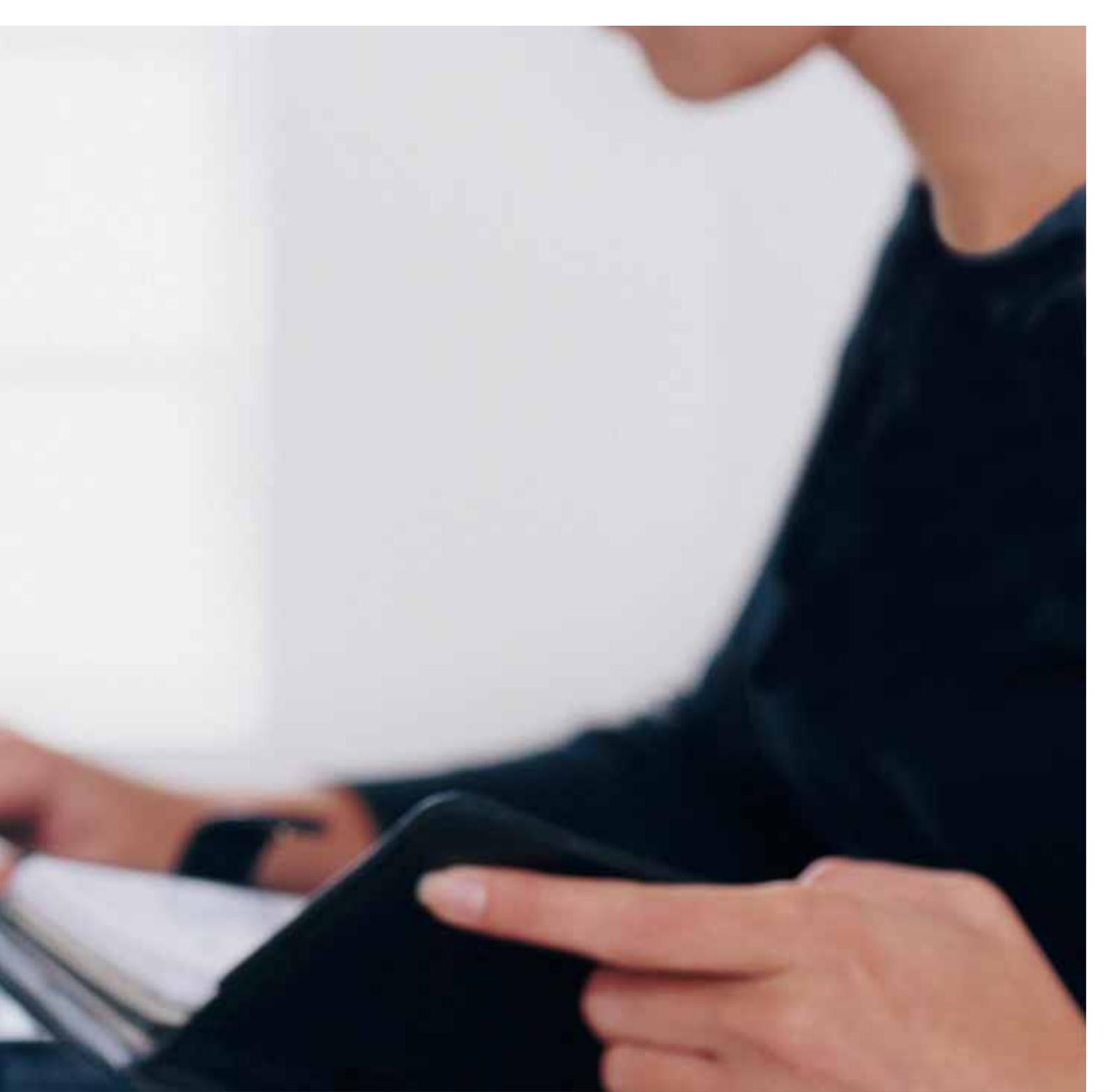
Solution

To help them do more for less, BT signed a five-year agreement with Computacenter to provide desktop logistics and engineering services. Since May 2004 this contract has been run in partnership with HP, BT's services management partner and a key Computacenter vendor.

The agreement would provide improvements in managing logistics and engineering, enable BT to benefit from industry best practice, and allow the company to build joint customer propositions with Computacenter in external opportunities.

As part of the contract, Computacenter committed to a guaranteed year-on-year cost reduction, and 347 BT engineering staff and 90 contractors transferred to Computacenter under TUPE (Transfer of Undertakings, Protection of Employment) regulations.

Benefits

In the first year of the contract, Service Level Agreement performance for the national repair service improved from 64% to as much as 93% and BT saved more than £7 million. Even within the first six months of working with Computacenter, BT was able to make significant improvements.

Services are more efficient and 'joined-up', with improved management controls, and budgeting is simpler thanks to a transparent cost-per-user. At the same time, BT has been able to improve flexibility of service to better meet the demands of the business and its end-users.

BT and Computacenter are also successfully combining their expertise and experience to develop innovative IT solutions and services for the external market.

Services provided

Technology supply, installation, desk-side support, second line support, request management, problem management, management of third party providers.

UK

> Computacenter deployed a new, highly resilient IT infrastructure and single, consolidated data centre.

> For the National Blood Service that means improved performance of its mission-critical blood collection system and lower IT costs.

Challenge

The National Blood Service (NBS) needed to improve the performance of its PULSE system, which handles every aspect of blood collection, processing, testing and issue, as well as online appointment booking. NBS also wanted to decrease the cost and complexity associated with the system's management, which involved a number of data centres distributed across the UK. Andrew O'Connor of NBS says, "We knew that this was not ideal, for performance or support, so decided to examine our options for consolidating them".

The organisation looked for a partner that could take on the infrastructure deployment as an end-to-end project from specification through to implementation.

Improved service from a more resilient infrastructure

Solution

Working with Computacenter, The National Blood Service replaced its legacy IT infrastructure with a modern, extremely resilient equivalent and created a 'virtual' data centre over geographically separate locations.

The implementation involved the deployment of comprehensive backup, disaster recovery and storage solutions, with Computacenter managing its own resources plus those from HP, the solution vendor, and the NBS in-house team.

As the data centre environment is mission-critical to the blood service and patients, the entire project had to be completed without any unplanned downtime or disruption to the business.

Benefits

Today, the latest generation of servers and a Storage Area Network is offering users an improved service. The virtual data centre has reduced support costs, as engineers are no longer looking after separate centres, each with its own backup disaster recovery facilities. Thirdly, thanks to the new infrastructure, the NBS has the right technology foundations for new services, such as a donor management system.

Andrew comments, "We now have an extremely reliable and resilient infrastructure. We are already seeing the returns we sought, and we are delivering a substantially improved service to our customers. All in all, I would say the project has been a real success."

Services provided

Planning and design, installation, project management, fulfilment and configuration.

UK

Better control, lighter management burden

HEIDELBERG

> When Heidelberger Druckmaschinen, the industrial printer manufacturer, decided to upgrade its entire worldwide PC infrastructure, Computacenter supplied and installed almost 6,000 ready-configured systems for its German operation.

> The migration to Windows XP allowed Heidelberg to reduce the total cost of ownership for its desktop infrastructure by 20%.

Challenge

Although the existing PC infrastructure at Heidelberger Druckmaschinen AG was mainly based on Windows 2000 and Office 2000, the IT function lacked central control over supplementary software purchasing. The resulting wide variety of applications was both difficult and costly to support. To lower the IT management burden, Heidelberg decided to standardise and upgrade its systems to Windows XP.

The timescales for the roll-out were tight and left little margin for error. Almost 6,000 systems needed to be replaced in Germany between early June and late August 2004, when the existing leasing contract would expire.
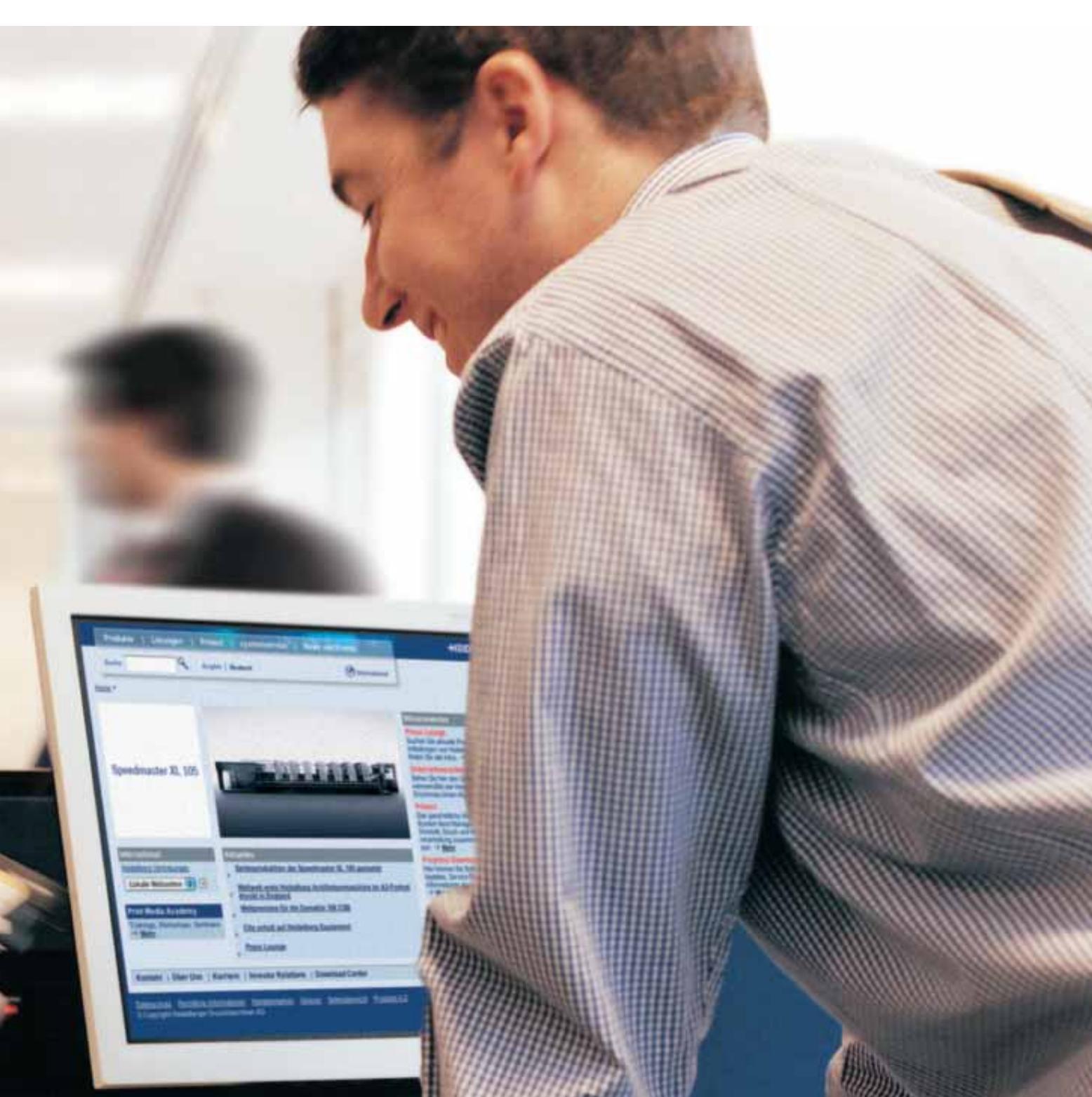
Solution

Computacenter developed a precise schedule, prioritising and planning the upgrade of individual offices. In April 2004, Heidelberg's systems were loaded with the necessary applications and a standard configuration image at Computacenter's Logistics Centre in Kerpen. Over 12,000 pieces of hardware – from PCs, to monitors and other peripherals – were prepared for just-in-time delivery.

Computacenter organised a three-phase operation to ensure a smooth transition. First, a logistics team distributed the computers across a total of 1,700 offices in 17 locations. Then the old systems were removed and the new clients installed. Finally, the outdated desktops were collected for disposal by Computacenter's computer re-use and recycling specialist arm, RDC.

Benefits

The project increased the efficiency of administrative tasks such as updates and security patches and helped Heidelberg greatly reduce the operating costs of its infrastructure, achieving a 20% reduction in its total cost of ownership.

The new standard systems are more reliable and benefit from the additional management features offered by Windows XP.

To ensure users quickly became productive on the new systems, education was a major consideration. Employees were able to keep track of the progress of the migration via an intranet web page, which Computacenter helped to conceive and design. An e-learning program accessed from this page also helped familiarise employees with the new system and applications.

Services provided

Project management, technology procurement, configuration, installation, support, e-learning.

Germany

Reducing risk, improving performance

> When Caisse Nationale d'Assurance Vieillesse, France's National Social Security Pension agency, needed an anti-virus application and partner to protect its national server network, it turned to Computacenter.

> As a result, CNAV's employees can be sure that confidential pension data relating to 25 million French customers is secure.

Challenge

Clearly for an organisation like CNAV, which holds personal data on 15 million contributors and 10 million pensioners, data security and protection from virus attack are of paramount importance. As data shared across its networks must meet very stringent government security requirements, CNAV sought a partner that could help protect its IT infrastructure through the selection, deployment and support of an advanced and reliable anti-virus solution. Moreover, any such solution had to be installed and fully operational very quickly.
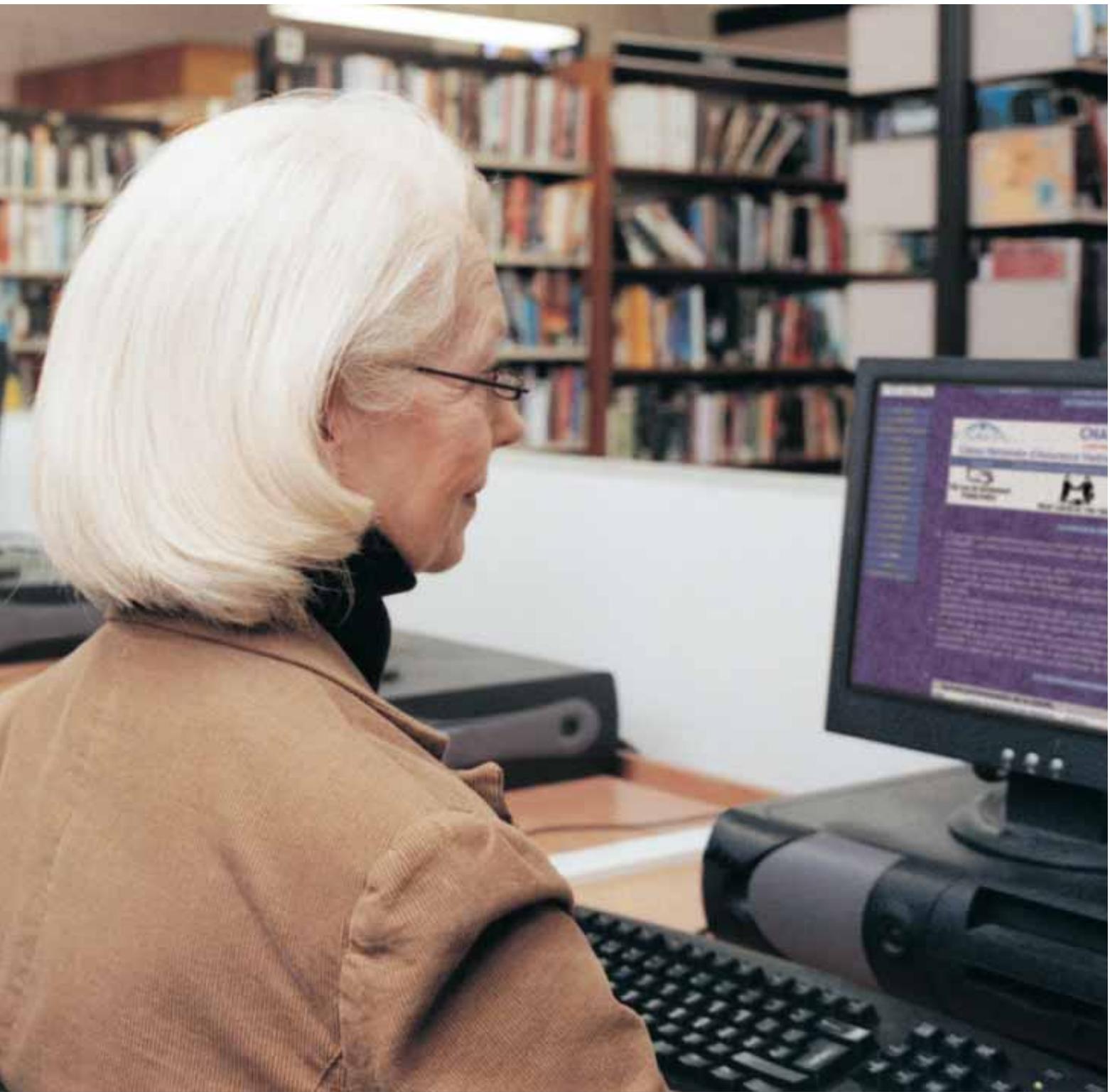
Solution

Having already proved itself on other supply and support projects with CNAV, Computacenter was chosen to help with the whole process – from the consultative phase through to the final deployment and support of a fail-safe anti-virus solution. After extensive consultation, Computacenter recommended Antigen as the solution that most closely met CNAV's requirements. After two trials with CNAV's staff, Computacenter trained all users and deployed Antigen on servers across all of the customer's 21 sites within five months. Computacenter is also contracted to provide three-year support to help CNAV maximise the security and speed of data exchange across its employee network.

Benefits

Today, CNAV's personal data on pensioners and contributors is secure from virus infection, and with internal data exchange occurring speedily, pensioners and contributors can rest assured that their funds and statements are fully protected and efficiently updated. The Head of Project Deployment at the CNAV, Gérard Lecointe, confirms, "Computacenter was able to help us make the right choice and install a solution that is perfectly suited to the needs of our diverse and multi-site environment".

Services provided

Consultancy and planning, installation, project management, ongoing support.

France