



Raising the bar with ITIL®

Computacenter realized it needed a customer centric service management solution to support its Shared Services Factory initiative, which aims to enhance the customer experience by continuously raising service quality and deploying process best practice based on the ITIL methodology.

Computacenter

Business Challenges

- Centralize record of customer obligations
- Standardize service offerings across accounts
- Support execution of ITIL processes
- Control service credit liability
- Optimize processes to boost profitability
- Enhance Service Quality

Solution

- Digital Fuel's ServiceFlow solution
- Digital Fuel Professional Services

Results

- Realized 20–50% time savings across service management processes
- Quickly identified non-standard services and pricing
- Wowed customers with clear visibility into service performance

Computacenter

Computacenter is a leading European provider of IT infrastructure services. Computacenter helps its customers maximize the value of IT by advising on IT strategy, deploying and integrating appropriate technologies, and managing elements of their infrastructures on their behalf. At every stage Computacenter helps minimize the cost and maximize the business value of their customer's IT investment.

The challenge

Since its inception in 1981, Computacenter has anticipated the IT needs of leading organizations and focused on building a company that sets high standards for quality and customer service. Today, the company offers a broad range of infrastructure services that encompass everything from managed services, support services, technology solutions, and technology disposal management.

Every step of the way, Computacenter has stayed ahead of the competition by offering industry-leading customer care, innovative service options, flexible pricing, and service level guarantees. With Computacenter's managed service business that includes desktop support, datacenter and network management, help-desk services, and disaster recovery rapidly growing, it was becoming increasingly difficult and time-consuming to on-board new customers, standardize processes across customers, manage service level compliance, and manage account governance.

To raise the bar in its commitment to deliver quality to its customers, Computacenter realized it needed a customer centric service management solution to support its Shared Services Factory initiative, which aims to enhance the customer experience by continuously raising service quality and deploying process best practice based on the ITIL® methodology.

Case Study 1

"We selected the ServiceFlow solution to bring everything together in a single record of customer obligations and automate service delivery processes to meet those obligations all through a functionally-rich end-user experience."

—Adrian Hodder,
Managed Services
Operations Director,
**Computacenter
Services**

The solution

After considering the development of a solution in house, Computacenter quickly decided that a flexible software solution backed by an experienced professional services team would provide the best foundation for realizing their Shared Services Factory initiative. Computacenter focused their search by defining their key business requirements; Governance layer across service operations, drive standardized IT services across customers, enable pro-active management to meet business and contractual obligations.

Computacenter considered a variety of different tools, conducting a thorough analysis and pilot project to determine which solution would meet their functional requirements. At the end of this process, one solution clearly stood out from the others—Digital Fuel's ServiceFlow solution.

Computacenter selected Digital Fuel's ServiceFlow based on its ability to provide a single view of business performance across customers, automate Service Level Management (SLM), drive re-use across new and existing customers, and provide a governance layer across business processes and supporting systems.

The results

Accelerated standardization ServiceFlow provided Computacenter with an effective customer-facing business service management solution with a built-in methodology for standardizing services across multiple customers. Computacenter quickly learned how to use ServiceFlow to optimize services and re-use them across accounts. For instance, ServiceFlow now enables Computacenter to identify accounts with non-standard service levels, which enables Computacenter

to either add to the standard or flag why it is different. In addition, should a potential customer ask for a number of non-standard measurements, the bid team can adjust the price to meet the costs for these custom measurements.

Automated manual processes Computacenter realized a 20-50% time savings across the service level management processes by using ServiceFlow to automate processes that were performed manually, such as service analysis, problem escalation, and the preparation of various report packages for different stakeholders. This has freed internal resources that are now redeployed to more valuable tasks. Computacenter is using service flow to continually optimize existing processes to continually improve efficiency.

Improved service quality Computacenter uses ServiceFlow to know at any point in time where they stand relative to each customer's contractual commitments. Furthermore, ServiceFlow's increased visibility and control has become critical to the service manager's ability to identify potential issues, and perform root cause analysis, assess business impact, and manage a collaborative fix plan to resolve the issue before it becomes a customer problem.

Increased customer satisfaction Additionally, the increased visibility and control has helped customers build and maintain trust with Computacenter over the life of the service relationship. Customers benefit from professionally produced booklets that provide timely and clear visibility into service performance. As a result, Computacenter has improved customer loyalty, dramatically improved service performance, and attracted quality-conscious new accounts.

To learn more, please visit www.DigitalFuel.com.

"Not only was ServiceFlow able to tick every box in our fairly lengthy list of requirements, Digital Fuel demonstrated their willingness to ensure that we, as a customer, were going to get what we required to succeed,"

—Adrian Hodder,
Managed Services
Operations Director,
Computacenter
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