

# DIGITAL WORKPLACE SOLUTIONS

Designed for people, engineered for business

# THE DIGITAL WORKPLACE CHALLENGE:

## Unleashing the power of your people

Faster time to market. Higher staff satisfaction. Greater productivity. Better cost efficiency. Today's CIOs are under massive pressure to deliver real business outcomes, and to deliver them consistently and securely.

To meet business needs and user expectations, the digital experience in the workplace has to combine effective technology with intelligent support and intuitive collaboration. But that's not enough – these solutions also need to be tailored to how, where and when people work.

By bringing greater agility and adaptability to workplace solutions, the CIO can enable greater business success and help unleash the full power of an organisation's people.



**7,200**

workplace specialists

**3,600**

service desk agents



**4.2 million**

users supported

**100+**

on-site techcenters

## A DIGITAL PARTNER FOR YOUR DIGITAL JOURNEY

Computacenter has more than 30 years' experience of sourcing, deploying, transforming and managing workplace IT. We've taken lessons from every customer engagement and embedded them into our unique DigitalMe approach.

Designed for people and engineered for business, DigitalMe brings choice, convenience and control to the workplace. We understand the needs of the business, the CIO and the user so we can deliver the right outcomes for the right people.

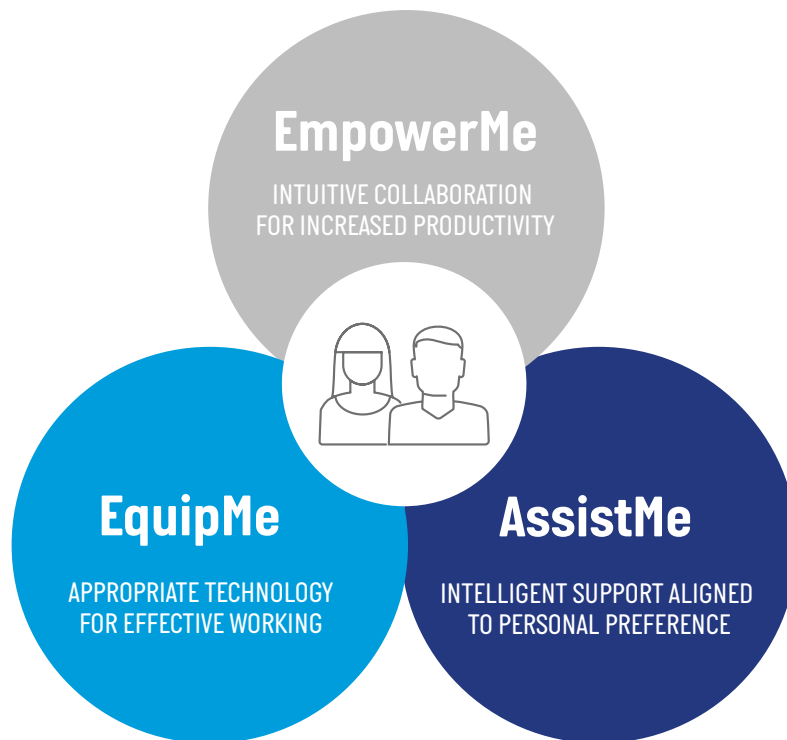
Our Digithons and Workstyle Analysis unlock new insights into the digital workplace of today - and tomorrow. We identify trends. We prioritise investments. We develop transformation roadmaps. We help organisations define and deploy agile workplace solutions underpinned by artificial intelligence, analytics and automation to maximise flexibility and to provide a cost-effective digital experience.

Computacenter's approach enables the CIO to plug the gap between user and business expectations and digital capabilities.

**We listen. We advise. We act. We join you on your digital journey – and we stay with you.**

# DIGITALME

Agile workplace solutions that accelerate the digital agenda



## EquipMe

Appropriate technology for effective working

Computacenter provides personalised workplace solutions that are aligned with personal preference. Our EquipMe solutions embrace different platforms and operating systems to provide choice while still enabling an 'out of the box' consumer experience that is intuitive.

As 'always current' becomes the new normal for workplace technologies, we leverage intelligent automation and integration tools to ensure users can make the most of the latest features across a diverse suite of applications, devices and operating systems.

Our flexible delivery models and financing options enable CIOs to scale workplace solutions to meet the changing needs of the business and its users while controlling costs.

By equipping people with the tools and security they need to work anywhere, EquipMe helps to boost employee engagement and retention.

## EmpowerMe

Intuitive collaboration for increased productivity

Virtual, social, mobile: people need to collaborate across multiple channels in a digital workplace. EmpowerMe provides employees and partners with

the collaboration tools, meeting spaces, and the pervasive connectivity they need to work together more effectively.

Computacenter makes it easier for people to leverage the power of information regardless of their location or their device. Intelligent and contextual access controls enable CIOs to balance availability with security and automate management.

By enabling teams to collaborate and co-create in new ways, EmpowerMe helps to increase speed to market and productivity.

## AssistMe

Intelligent support aligned to personal preference

In a digital workplace, people need proactive not reactive support. AssistMe leverages artificial intelligence, analytics and automation capabilities to anticipate and fix issues before they impact the business and its people.

By combining mobile, social, chat and self-help channels with on-site experts and techcenters, Computacenter brings greater choice and convenience to support. Self-healing and cognitive capabilities result in faster detection and resolution of issues and a richer user experience.

By providing people with access to the right support at the right time, AssistMe maximises productivity and increases cost efficiency.

# A WORKPLACE EXPERIENCE WITH A DIFFERENCE

From deploying mobile devices and provisioning collaboration tools to updating security controls and providing end user support, DigitalMe makes the workplace experience relevant and engaging.

With a track record in workplace transformation, Computacenter helps organisations innovate smarter and deliver faster.

We support and engage with users throughout the change process to ensure digital initiatives deliver on original objectives. Our User Adoption

Framework and HR specialists ensure that communication and education activities are aligned to an organisation's culture and user behaviours.

As workplaces and workstyles continue to evolve, Computacenter helps CIOs keep pace with the latest technologies and trends and identifies opportunities to maximise their potential. We share our knowledge and pass on our skills so our customers are better equipped to succeed in a digital age.

We simplify change.  
We mitigate risk. We  
accelerate time-to-value.

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## DigitalMe: how it adds value



### IMPROVING AGILITY

- Accelerates digitalisation and innovation
- Simplifies management and strengthens security
- Reduces cost and complexity



### UNLEASHING YOUR PEOPLE

- Increases productivity and satisfaction
- Provides greater choice and flexibility
- Enables richer collaboration



### ENABLING BUSINESS SUCCESS

- Drives greater competitive advantage and growth
- Boosts attraction and retention of talent
- Unlocks new insights and efficiencies

# ONE STEP AHEAD

Computacenter helps organisations and CIOs create the agile workplace they need to succeed in a digital age. We share insights. We make recommendations. We question the status quo.

DigitalMe draws on our extensive skills and services to provide organisations and CIOs with trusted advice and proven solutions. We combine global scale with local knowledge and industry expertise to simplify transformation and drive ongoing innovation in the workplace and beyond.

A more personal, predictive and proactive workplace is a more productive and effective workplace. DigitalMe helps organisations unleash the power of their people regardless of where, when or how they work. It drives growth. It boosts competitive advantage. It enables business success.



## Computacenter's digital workplace IT capabilities

- We have formed powerful partnerships with a number of vendors, including Apple, Cisco, Citrix, Dell EMC, HP, Lenovo, Microsoft, ServiceNow and VMware
- We deliver DigitalMe in 70 countries and support users in 30 languages
- Information Services Group has recognised Computacenter as a leader in digital workplace consulting and managed services
- Our configuration centers have more than 2,200 build points and can process up to 5,000 devices per day
- We have more than 4,000 mobile engineers who can provide on-site support across multiple geographies

## Digital delivery platform removes cost and complexity

DigitalMe is powered by Computacenter's unique digital delivery platform: AIMY. The platform brings together artificial intelligence, automation and analytics to make the digital workplace more predictive, contextual and secure. Flexible by design, AIMY integrates with customers' tools and data sources to make workplace IT simpler, faster and more cost-effective. Underpinned by an ecosystem of Computacenter processes and technology platforms, AIMY supports the seamless delivery and continual innovation of our services.

# DIGITALME IN ACTION



## AssistMe

UCB maximises patient value and employee efficiency

### **OBJECTIVE**

Providing a consistent end user experience to its users as workplace technologies evolve is a key priority for UCB. To meet this objective, UCB needed to transform its distributed approach to user support by establishing a global service desk and engaging the same partner to deliver local support across Europe and Americas.

### **SOLUTION**

Computacenter's end user services teams partner with UCB on a daily basis to contribute the best IT experience to all employees and external collaborators in more than 40 countries. UCB has introduced a portal and mobile app to simplify the raising of support tickets, and is working with Computacenter to build a library of knowledge articles for common queries. By taking one global approach, UCB now has visibility of common issues and questions, which helps to identify and prioritise improvement opportunities.

### **OUTCOME**

The partnership with Computacenter enables UCB to maximise support resources and deliver a more consistent user experience. Ensuring greater consistency will also help to drive greater user productivity and satisfaction.

# Linklaters

## EquipMe

Linklaters transforms working practices for its lawyers worldwide

### **OBJECTIVE**

As a prestigious global law firm, Linklaters needs to attract and retain the best legal talent. To increase efficiency while improving work-life balance for its lawyers around the world, the firm was keen to embrace a more flexible and mobile approach by equipping more than 5,000 users with the latest Windows 10 technology.

### **SOLUTION**

Computacenter designed, built and tested the Windows 10 image and SCCM environment and sourced 3,500 new laptops and tablets, which were configured and deployed from Computacenter's Configuration Centre. Computacenter also provided engineering resources to assist with deployments across 28 international locations, including rebuilding 2,000 existing desktops.

### **OUTCOME**

Linklaters successfully completed its workplace transformation on time and with minimal disruption to users. The new IT environment enables lawyers to work from anywhere, improves their work-life balance and enhances client communication and collaboration. As well as providing a better user experience and increasing productivity, the new working environment will help support the future ambitions of the firm.



## EmpowerMe

Sennheiser implements modern collaboration infrastructure

### **OBJECTIVE**

To expand its position in the market and provide more customer-oriented audio devices, Sennheiser has established an Innovation Campus at its headquarters in Germany - the most modern innovation centre in the industry. Sennheiser wanted to enable international project teams to work better together by improving collaboration capabilities.

### **SOLUTION**

Computacenter created an integrated, future-oriented and intuitive IT environment based on Microsoft Office 365 with Skype for Business and Outlook. Sennheiser employees can now use software-based telephones with headsets to communicate with any other workstation within the Innovation Campus, replacing the previous telephony system.

### **OUTCOME**

The new flexible, intuitive collaboration solution implemented at the campus speeds up communication, improves collaboration processes and ultimately creates optimal working conditions, enabling the team to focus on their work on new audio solutions.

# GET IN TOUCH

To find out how Computacenter can help you on your digital workplace journey, please contact your Computacenter Account Manager. You can also visit our Solutions Center to discover how a consumer-like Digital Me experience will enable your users to deliver business outcomes.

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Computacenter is a leading independent technology partner, trusted by large corporate and public sector organisations. We help our customers to source, transform and manage their IT infrastructure to deliver digital transformation, enabling users and their business. Computacenter is a public company quoted on the London FTSE 250 [CCC.L] and employs over 15,000 people worldwide.