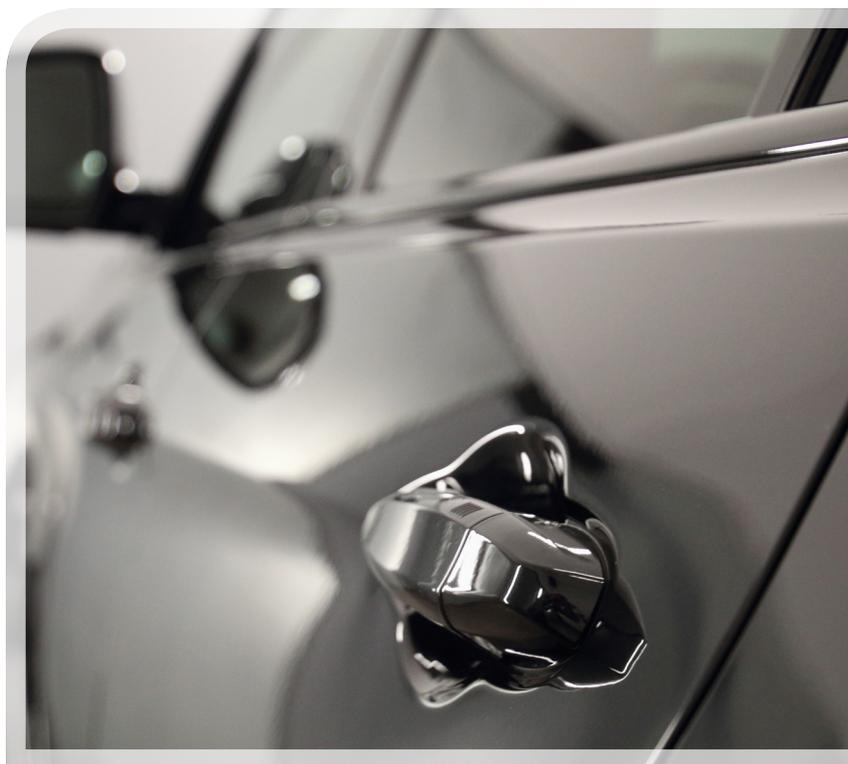# CONSUMABLES AT THE TOUCH OF A BUTTON

Computacenter designs a concept to simplify the distribution of IT consumables based on a classic vending machine.

OBJECTIVE

The goal was to speed up distribution of peripheral devices, such as mice and adapters, and to make the process more cost effective. The BMW Group also wanted to make sure employees had access to all components known as 'C-parts' at any time without the need for an authorisation process.

SOLUTION

Computacenter converted a commercial vending machine, similar to those used for sweets and crisps, to dispense peripherals. Employees can now use their employee ID cards to obtain C-parts as required.

OUTCOME

The distribution of IT consumables is now cheaper and faster with the converted vending machine. The pilot test preceding the productive operation had shown that Computacenter's pragmatic approach met the customer's expectations.

SERVICES
- Concept for automated distribution of C-parts
- Selection of hardware from a reputable manufacturer
- Implementation of pilot project

USER EXPERIENCE
- Quick and easy access to C-parts
- 24/7 availability

BUSINESS IMPACT
- Significant cost reduction for the procurement of C-parts
- Elimination of the time-consuming approval process for C-part procurement

OBJECTIVE

Simplified distribution of peripherals

The customer wanted to replace its existing process for the distribution of IT components such as mice, memory sticks and adapters. Under the previous system, employees would have to wait several days from raising a ticket by phone to generate an order, to the request being sent to the warehouse, and finally receiving a notification by email.

"We calculated that the internal costs for this process were higher than the cost of the peripherals themselves. There was, of course, a direct correlation between these two factors," says Claudia Einert, Account Manager at Computacenter.

SOLUTION

A new approach

Computacenter has a long-standing business relationship with the BMW Group based on mutual trust. "Our existing knowledge of the company enabled us to develop a completely new approach for BMW Group by placing peripherals in a classic vending machine," says Claudia Einert. The first step of the pilot project involved creating an inventory of available C-parts.

A standard commercial vending machine was then adapted to the company's requirements to enable BMW employees to access the devices using their employee ID cards. "We used software for this solution that controls and monitors the distribution of goods. Peripherals are either released or blocked for each transaction, depending on the rights of the user.

A system integrated with BMW's infrastructure runs in the background to ensure that the materials distributed are assigned to each employee's cost centre," explains Stefan Gacner, who was responsible for the technical implementation of the project. A maximum allowance was also established for each C-part in order to prevent misuse.

OUTCOME

Mice, memory sticks and batteries available around the clock

With automatic distribution system for IT peripherals, Computacenter was able to streamline the procurement process and reduce the costs of accessories, logistics and transport, in line with the BMW Group's specifications. The pilot project was also very well received by all participating employees at the BMW Group. Thanks to the new solution, all C-parts are now available 24 hours a day, 7 days a week. Reports can now also be generated on the distribution of goods.

> Thanks to the constructive teamwork between Computacenter and the BMW Group, we were able to implement the new project on time, to budget, and without compromising quality. By logging only the ID number of each employee, the solution also conforms to the company's data protection requirements

Jörg Christ, Project Manager, Computacenter

MORE INFORMATION

To find out more, please email **communications.germany@computacenter.com**