

# Enhancing productivity and delivering digitalisation

## The customer is a world-leading financial services provider.

Computacenter has been supporting the customer for over 30 years. Today, we support 60,000 of their users throughout Europe, managing on-site support and mobility services, as well as Workplace managed services. We also maintain several European data centers and networks, including support for more than 6,000 servers. For Technology Sourcing, we provide the customer with all the necessary meeting room infrastructure, security software, networking equipment, data center servers, and storage equipment.

## Harnessing the best IT available

The financial services provider's main IT objective is to secure the very best infrastructure, applications and services, with individual employee productivity a key priority of the digital agenda. Computacenter understands the customer's full technology lifecycle in workplace, data center and networking, which helps us to constantly deliver the IT transformation that the customer requires.

The customer also seeks digitalisation of business processes, and Computacenter became partners in this programme in 2021. Our role is providing hardware and infrastructure services and helping to transform the customer's digitised processes.

## A long-term partnership always optimising user experience

Our services are critical in optimising the customer's end-user experience. We deliver deskside services in Europe to 33,800 users, enhanced by our TechCenters, which offer convenient drop-in access to a team of multi-skilled IT experts.

In addition, VIP support and adapting support to match personas have further reinforced the customer's trust in Computacenter as their number one workplace provider. We also provide automation and self-scheduling tools, along with a seamless integration with the customer's ServiceNow system, all aimed at helping to save time for their employees.

"From managing global support to implementing innovative technologies, Computacenter's expertise and comprehensive product offerings have helped enhance our client's productivity."

### Karsten Linz

Service Director, Computacenter

## Our partnership journey

- Reseller Master Service Agreement signed.
- Data center maintenance services for 6,000+ servers in Germany and France.
- Workplace device supply for office, home and mobile working, including VDI and meeting room equipment for the customer's offices.
- Onsite support services for ~35,000 office users.
- Cloud services added along with full data center operations in Germany.
- 30+ years strategic partnership.

## Breadth of engagement

**Services** Technology Sourcing  
Professional Services  
Managed Services

**Solution Areas** Workplace  
Data Center  
Networking  
Security

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