



Infrastructure Management

A service component of our Out-tasking/Outsourcing solution

Computacenter takes responsibility for the operation and management of all or part of an organisation's IT infrastructure, either on their site or housed within our secure and resilient datacentres.

What we do

As organisations increasingly seek to focus on their core business operations, out-tasking Infrastructure Management is common practice. The challenge lies in finding an IT services partner that can cater for individual requirements, whilst offering commercial flexibility and transparency.

Infrastructure Management provides the complete management, monitoring, and administration of datacentre, network and desktop environments. The service provides:

- System Monitoring
- Scheduled Task and Batch Management
- System Administration
- Event Management
- Availability Management
- Capacity Management
- Patch & Vulnerability Management

As a vendor independent service provider we can manage the complete environment including:

- IBM System i, System p, System x
- HP-UX, Sun Solaris, AIX
- Microsoft Windows
- Linux
- Citrix, VMWare
- Messaging and Collaboration

How it helps

Out-tasking Infrastructure Management enables organisations to focus on strategic development and core competencies.

Reduced Costs

Computacenter's 'right-shore' approach ensures efficient delivery of service from our global Service Operation Centres. With high utilisation of our skilled resources and shared infrastructures, we can provide consistently high service levels cost-effectively.

Through the application of our PASS12T methodology we systematically identify opportunities to reduce the effort of incident resolution, further reducing costs.

Enhanced Service Delivery

The services are delivered by our skilled and highly qualified resources 24x7x365, providing fast and reliable service. We utilise our innovative and bespoke partnership model, Customer Value Scorecards (CVS), to ensure service delivery improvements are aligned with customers' business requirements.

Out-tasking/Outsourcing

Infrastructure Management

Applications Management

Service Desk

IT Security

Managed Storage and Back-up

Datacentre Hosting

Disaster Recovery

Asset Management

Managed Print

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Why we are different

Computacenter's vendor independence and consultancy skills enable us to not only manage entire infrastructures, but also transform them to reduce cost, simplify management and increase availability.

We can link Infrastructure Management to our Datacentre Facilities, Application Management and Service Desk solutions to provide a complete service in a modular format.

Service can be delivered on-site or remotely from across our on-shore, near-shore and off-shore facilities providing a 'right-shore' solution.

The investment in our Shared Services Factory enables our customers to reduce cost by taking advantage of proven, repeatable and ITIL-based processes that also accelerate innovation and improve service quality.

Where we have done it

Broadland District Council

Broadland District Council serves the northern suburbs of Norwich and the rural area to the north and east of the city. This covers 55,215 hectares with a population of 119,500.

Computacenter is responsible for a range of services for the Council including desktop management and support, application management, helpdesk provision and network management.

"Broadland has a long history of outsourcing a range of services. The Best Value review confirmed that for an organisation such as ours, this is the most cost effective way of delivering IT services."

Stephen Fennel
Head of Information and Human Resources, Broadland District Council

What next?

To find out how Infrastructure Management services can help you, please contact your account manager or email enquiries@computacenter.com