SERVICE RENEWAL PROVIDES IMPROVED USER EXPERIENCE

Computacenter's new slant on services empowers users and delivers desired cost savings for Yorkshire Building Society

SERVICES

- Windows 10 Readiness Assessment
- Workplace Technology Procurement
- Workplace Technology Integration
- Windows 10 Transformation
- Microsoft 365 Transformation
- Windows 10 Evergreen
- Microsoft 365 Evergreen
- Hardware Lifecycle Management
- Traditional Device Management
- Technology Maintenance
- Service Desk
- Deskside Support
- TechCenter

USER EXPERIENCE

- Enhanced agility and mobility
- Maximises efficiency
- Improved performance

BUSINESS IMPACT

- Accelerates innovation
- Boosts business agility
- Strengthens competitive advantage
- Improves productivity
- Reduces costs
- Supports digitalisation

OBJECTIVE

Many of Yorkshire Building Society's (YBS) Managed Services were up for renewal in 2020. Proposals for future service needed to convince YBS that the new partner could support their business during the delivery of their planned 5-year transformation roadmap. An important part of this transformation of IT support and their digital agenda, required a partner who could successfully enable the introduction of new Windows 10 devices and Microsoft 365.

YBS were also looking to streamline existing Managed Service costs and to unlock greater contractual flexibility, ideally by implementing a variable commercial model. In addition, YBS were looking to improve service quality and enhance their competitive position.

SOLUTION

Yorkshire Building Society has renewed its existing Managed Services with Computacenter for another five years, for the support of c.5,000 UK users at over 300 sites. The renewal includes new services for Windows 10 and Microsoft 365, as well as an on-site TechCenter at YBS' Head Office in Bradford, while other existing services have been re-shaped and optimised.

OUTCOME

Computacenter is successfully delivering traditional Managed Services to YBS, which have introduced significant cost savings by re-shaping some central and second line service functions, and driving service improvement.

Computacenter has also introduced more efficient self-serve facilities to empower users, while other new benefits include ticket automation, provision of a Customer Information Security Manager and support for Azure Active Directory.

Through embracing and supporting YBS' strategic goals, we have enabled YBS to continue to benefit from our in-depth knowledge of their company and their IT estate, along with trusted advice and guidance.

> "We wanted a refreshed service that was reflective of the transformation we were delivering to our desktop estate in 2020. We also wanted a service that reduced our cost base, offered flexibility and, more importantly, improved our colleague experience."

Sarah Hollis,
Senior Manager, Technology
Services, Risk and Monitoring,
Yorkshire Building Society

> "We are all very excited about the TechCenter which will see a real step change in the service we are able to deliver to our customers. It was also great to see this in action during the customer reference visits."

Sarah Hollis,
Yorkshire Building Society

OBJECTIVE

Managed Services which support YBS' transformation roadmap

In 2020, many of Yorkshire Building Society's Managed Services were up for renewal. Sarah Hollis is a Senior Manager in Technology Services, Risk and Monitoring at YBS. As she explains: "We wanted a refreshed service that was reflective of the transformation we were delivering to our desktop estate in 2020 which would see us move to Windows 10 Evergreen and new devices for all colleagues. We wanted a service that reduced our cost base, offered flexibility as we continued to evolve the service and, more importantly, improved our colleague experience."

The proposals specifically needed to convince YBS that the supplier could support their business during their planned 5-year IT transformation, could successfully enable the introduction of new Windows 10 devices and Microsoft 365, and could also unlock greater contractual flexibility and further cost savings by implementing a variable commercial model.

YBS therefore needed a supplier with whom they could develop a long-term partnership, as measured by quality, service and total cost, as well as optimisation of supply base through a transparent, fair and rigorous process.

SOLUTION

Delivering the old with the new, optimising service and reducing cost

Computacenter were selected as the preferred supplier to run Yorkshire Building Society's Managed Services for another five years, commencing in October 2020. As Sarah Hollis explains: "We already had a strong partnership with Computacenter, but it was refreshing to see the ideas they brought to the table as part of the bidding process; they didn't just propose a like for like service."

The renewal includes new services for Windows 10 and Microsoft 365 support, as well as on-site TechCenters – a convenient consumer-like experience that provides employees with direct access to experts who can fix and advise on a broad range of IT topics in one place. Remote support will be provided for 5,278 users at over 300 sites.

Computacenter also offered trusted advice and guidance during the bid process, along with pro-active, attentive engagement. Again, Sarah enlarges on this: "The discussions during the procurement process were really productive, both sides challenged each other in a constructive way to get the best outcome for all and there was great engagement between the two teams which continued into the legal review. A lot of time and effort went into this review to ensure there was a robust contract in place, that was fit for both now and the future."

During those reviews, Computacenter were able to demonstrate how Service Delivery costs could be reduced without sacrificing the high quality of service, by re-shaping some central and second line service functions. Computacenter also demonstrated how moving YBS users towards a self-service support scenario would empower them, leading to commercial benefit.

Other differentiation factors included demonstration of expert support for Windows 10 Evergreen and Microsoft 365, and enabling further conversations regarding Branch Server Refresh, Managed Print and Desktop Transformation.

Finally, strong customer references and customer site visits demonstrated to YBS where Computacenter are already delivering related services.

In terms of contract detail, renewed services include:

- Service Management and Peer-to-Peer Management.
- Cross-Functional Services: Major Incident Management, Problem Management, Request Management, and Change Management.
- On-site services for Head Office of Deskside Support, Break-Fix and IMACD.
- Service Desk (1st Line and 2nd Line), including Voice IVR, Chat, YBS End User Portal (Service Connect), and ServiceNow.
- Managed Server & Citrix VDI; network component swap service (Meraki).
- Information Security Management; Release Management.
- EUC Device Management, including IMACD, Break-Fix, Apps Packaging, Patching, Monitoring, Active Directory and Anti-Virus.

New services include:

- Windows 10 and Microsoft 365 Evergreen support.
- On-site TechCenter at YBS' Head Office in Bradford.
- Mobile Device Management as an option plus a new AV subcontract.
- Azure Active Directory.

In terms of technology in scope and hardware numbers, Computacenter are supporting the following devices:

- 5,000+ end user devices, including desktops, laptops and thin clients.
- 300+ servers (Branch, AD, SCCM, etc.).
- VDI devices, including 220 XenDesktops, and 9 XenApp servers.
- 5,000+ Microsoft 365 and Active Directory licences.
- 5,000+ Windows 10 Evergreen devices.

"For our colleagues, the biggest change will be the introduction of the TechCenter," says Sarah Hollis. "This will see a real step change in the service we are able to deliver to our customers and something we are all very excited about. It was great to see this in action during the procurement process on the customer reference visits.

"Another key part of the service that will be extremely beneficial is the Chief Architect support that has been aligned to the account. This role is going to enable better conversations between us and ensure that we're making the right technology decisions at the right time across our estate and not in isolation."

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It was refreshing to see the ideas that Computacenter brought to the table as part of the process; they didn't just propose a like for like service. Discussions were really productive and there was great engagement between the two teams, to ensure there was a robust contract in place, fit for both now and the future."

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ABOUT YORKSHIRE BUILDING SOCIETY

Yorkshire Building Society Group is the second largest building society and the seventh largest retail financial services provider in the UK. With branches from Land's End to John O'Groats, it has more than 3.3 million customers. The group encompasses several brands, including Norwich and Peterborough Building Society, Barnsley Building Society, Chelsea Building Society, Accord Mortgages and Egg. Yorkshire Building Society offers a full portfolio of services from online banking and savings to mortgages and home and life insurance.

OUTCOME
Cost reduction, operational efficiency and business agility

Computacenter has succeeded in maintaining a high-quality service and has introduced significant cost savings by re-shaping some central and second line service functions. They have also evolved the service by delivering engineering support through a new TechCenter at Yorkshire Building Society's head office in Bradford, which is backed up by an appointment scheduling app.

The new service has also begun empowering users to self-serve more or to fix problems with some coaching and advice; handing over their device to an engineer is now seen as a last resort. Ticket automation has also been improved, while a new Customer Information Security Manager has been appointed for security co-ordination, assessment, advice, support and reporting.

As Sarah Hollis explains: "Computacenter were able to hit all our objectives and the service they proposed has brought about real tangible changes to improve our colleague experience. I've already seen a real desire by both teams to move our partnership to the next level, with the right engagement with the right people at the right times.

The impact Computacenter has made with the new service is helping contribute to two of YBS' strategic goals: 'Reducing the Cost Base' and 'Working Better Together', thanks to a lower-cost, more flexible and consumption-based cost model that allows YBS to grow into a Windows 10 Evergreen support service.

The new service now:

- Provides users with a modernised and simplified EUC service.
- Drives exceptional value for money through Computacenter's global delivery engines, best practice operating models and industry-leading self-service and automation offerings.
- Offers greater commercial control and transparency.
- Demonstrates Computacenter's exceptional cultural and business alignment qualities as a strategic delivery partner.
- Develops an agile and efficient user-centric workplace environment with YBS focusing on creativity and collaboration to empower YBS' end users.

Sarah Hollis sums up the new partnership very nicely. "We had a strong relationship before the contract renewal, and the new deal has just cemented it. Furthermore, since agreeing the new Managed Service proposition, we have also engaged with Computacenter on other pieces of work that are part of the wider Desktop Refresh. This just reinforces the fact that the decision to go with Computacenter for the next 5 years was the right one, and I see us continuing to evolve the service we're delivering and enable the delivery of an exceptional customer experience for our colleagues."

MORE INFORMATION

To find out more about our enterprise services and read more customer case studies, log on to
www.computacenter.com