



# Multi-Cloud Automation and Provisioning

Computacenter – OCGS Bytes



# Computacenter

## Who we are

**Listed company since 1998; United Kingdom FTSE 250**

<b>£278.0m</b> Adjusted profit before tax	<b>£6,922.8m</b> Revenue	<b>£5,286.3m</b> Technology Sourcing
<b>£459.0m</b> Adjusted net funds		<b>£678.8m</b> Professional Services
		<b>£957.7m</b> Managed Services
Reported numbers from the Annual Report and Accounts 2023.	<b>£10,081.4m*</b> Gross invoiced income	* This figure recognises standalone software and resold services as gross.



## Scale & resources

<b>5,000</b> Engineers & Technicians	<b>1,800</b> Project, Service & Delivery Managers	<b>20,000+</b> People	<b>5,000</b> Service Center Agents	<b>1,600</b> Consultants
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## Worldwide reach & customer focus

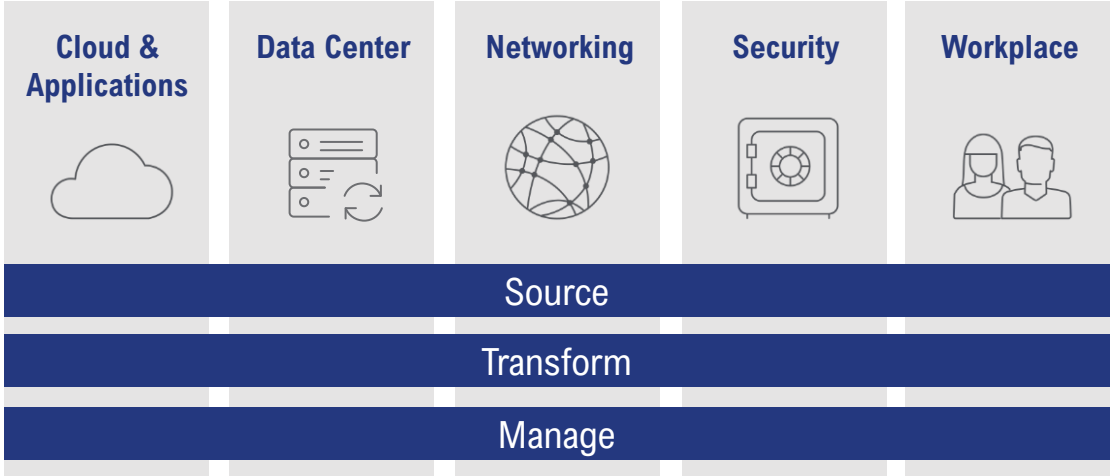
**70+**  
We source, transform & manage technology for our customers in over 70 countries worldwide

**We sell to customers in eight countries**  
Belgium | Canada | France | Germany | Netherlands | Switzerland | United Kingdom | United States

**We have near-shore and off-shore operations in another eight countries**  
Hungary | India | Malaysia | Mexico | Poland | Romania | South Africa | Spain

**We have support operations in another seven countries/territories**  
Australia | Brazil | China | Hong Kong (SAR) | Ireland | Japan | Singapore

## Breadth of skills



# Multi-Cloud Automation & Provisioning

How to Achieve Substantial Increases in  
Speed and Productivity



# Validating the Case for Automation

Delivering demonstrable business value across multiple areas

## Increase Employee Productivity



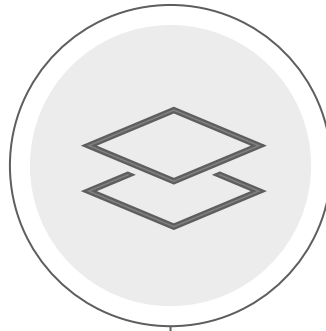
- Frees up people to **deliver more**
- Target a **10%-30% increase in efficiency**
- **Happier**, more satisfied employees

## Accelerate Time to Value



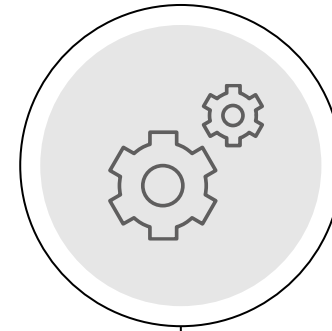
- **Less manual processes** delivering **greater business agility**
- **Deliverables** taking weeks or months **now in minutes or hours**
- New services **deployed at speed**

## Enhance Platform Reliability



- **Reduced manual handling** leads to **less errors** and **downtime**
- Mean **time to resolution improves** as changes are **deployed faster**

## Deliver Consistent Ways of Working



- **Multi-cloud** infrastructure **deployed identically**
- **Best practices** used by the **entire organisation**
- **Repeatable ways of working vital** as complexity increases

## Reduce Cost & Waste

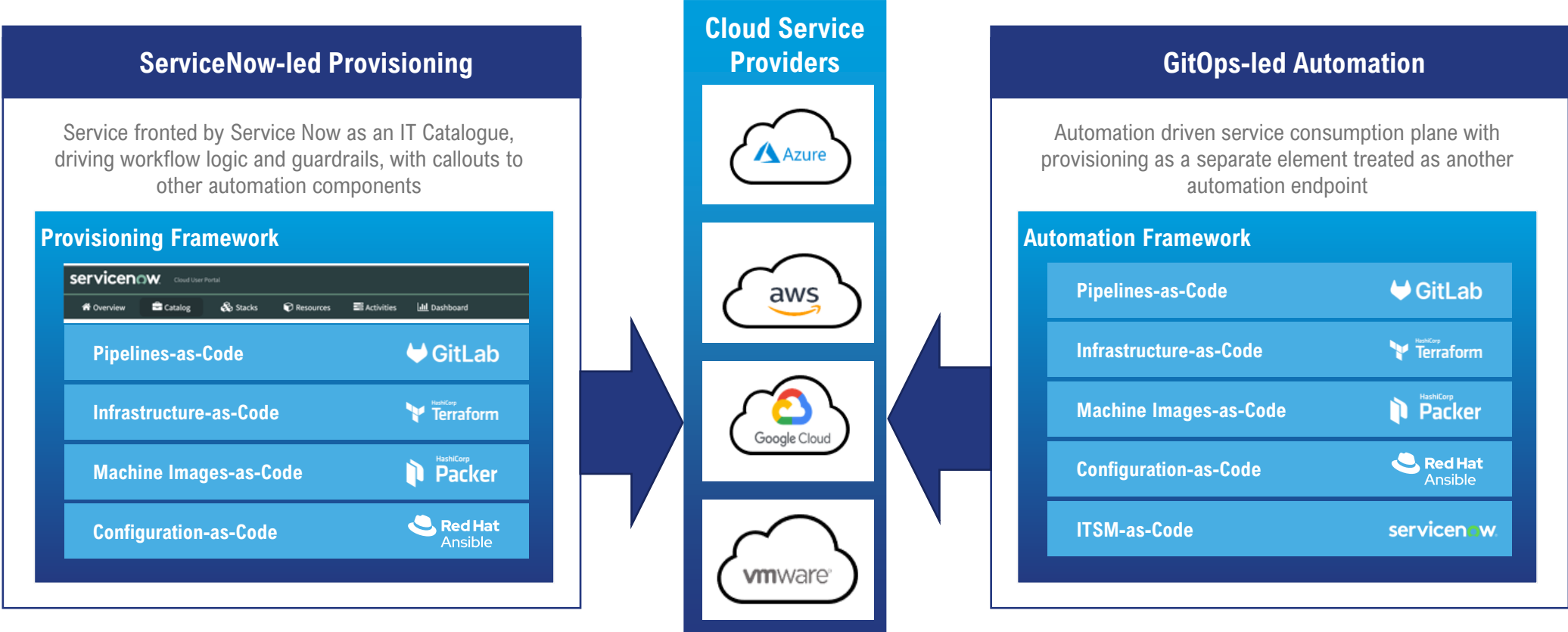


- Substantial **reduction in employee idle time**
- **Greater control** over employee activity (**FinOps**)



# Multi-Cloud Automation

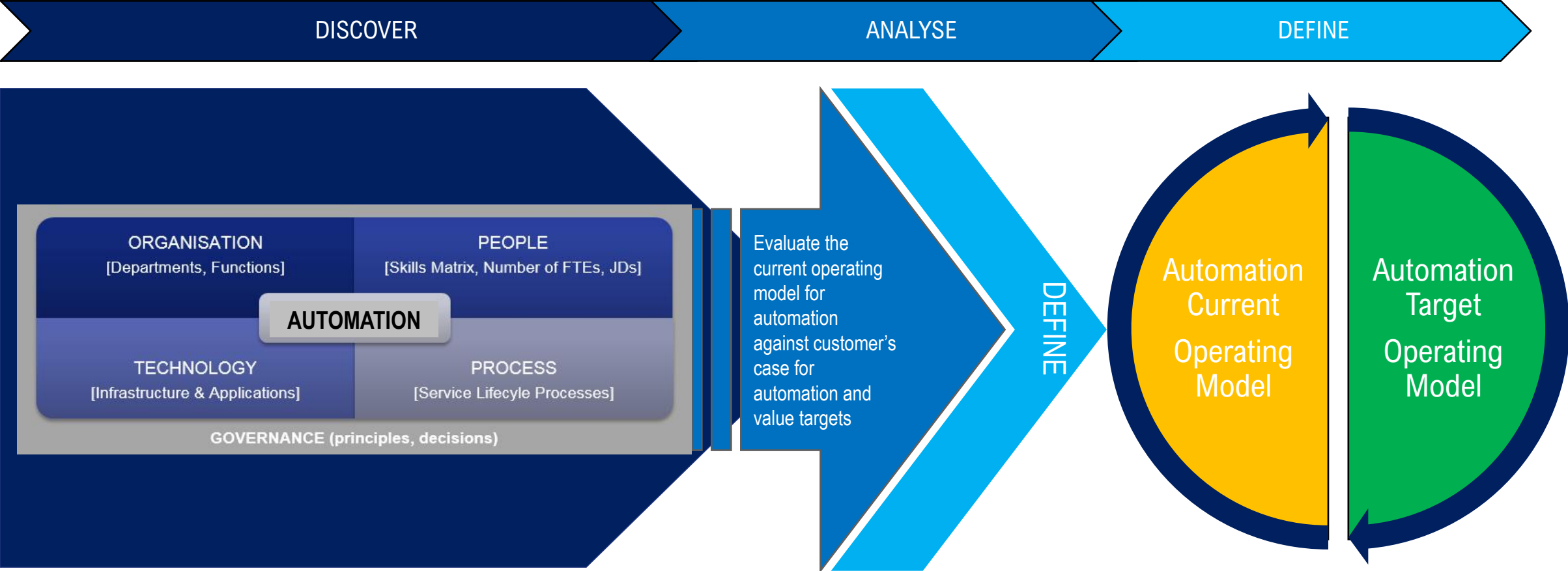
## Best practice Automation and Provisioning



# Discovery and Delivery

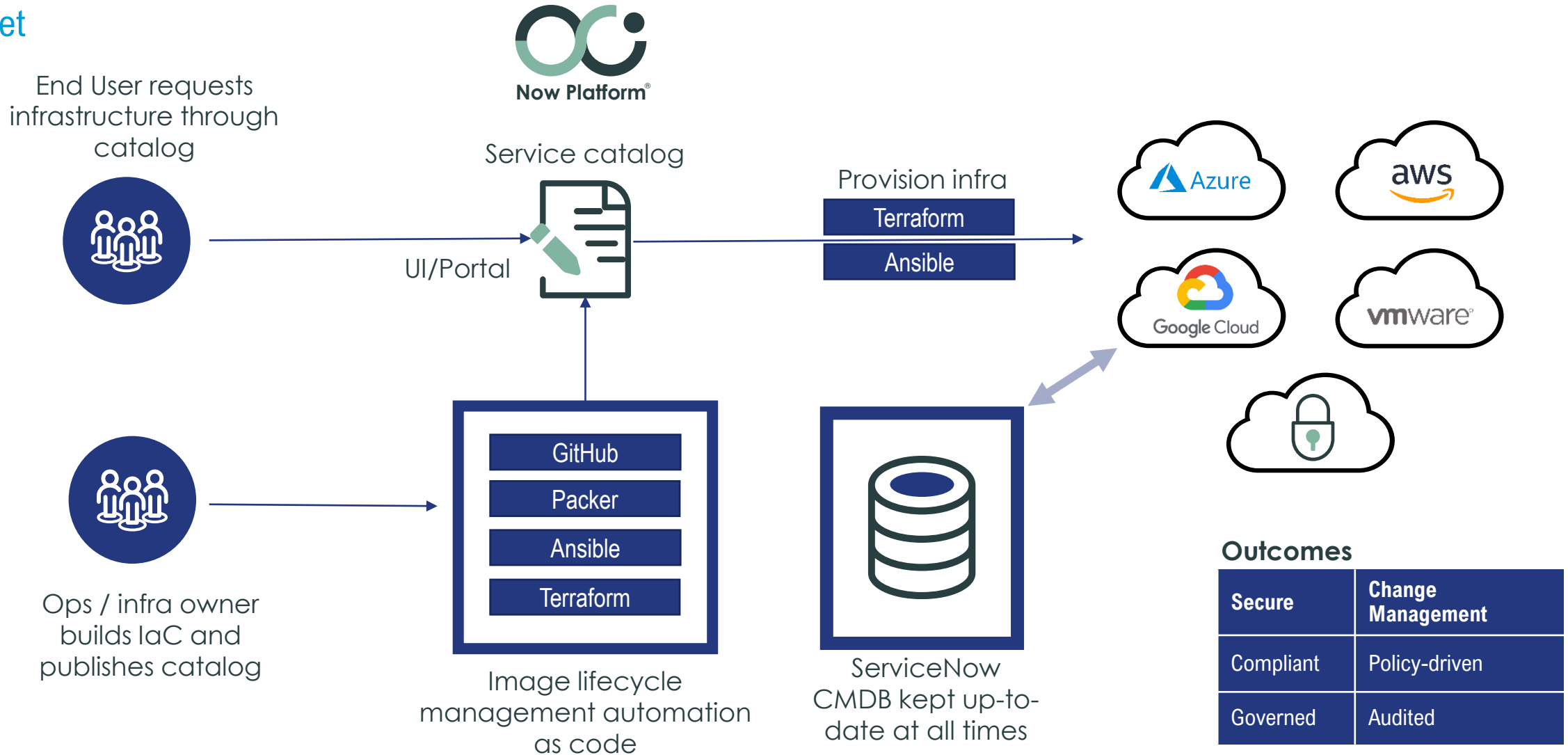
## Approach

We work with key stakeholders to conduct the discovery, analyses of the current operating model, and determine the areas of impact, and required change.



# Proposed operating model

## Target



Automated policy compliance and enforcement



# Automation Case Study: Leading Consumer Healthcare Company

A Speed Improvement of 7000%

## Customer challenge

### 6-8 weeks to build a virtual machine in their cloud estate

- Our customer was struggling with many legacy technologies and processes; it was taking this organisation between 6-8 weeks to build a new virtual machine in their Azure estate.
- There were 9 separate forms to fill out to request a new VM.
- Developer Experience, DevOps and Cloud initiatives were being hugely challenged as there were minimal levels of automation in place across the infrastructure estate and the above processes were suppressing delivery of new business programmes.

## What we did

### Advisory & engineering

- Computacenter were engaged to provide Advisory services to review the As-Is estate, conduct a Gap Analysis against industry best practices and build a vision for a superior To-Be solution.
- We reviewed the customer's existing workflows and integration with ServiceNow to understand how we could accelerate their provisioning process.
- We assessed their maturity in areas such as Infrastructure as Code and Configuration Management and how ServiceNow could play a greater role in supporting these initiatives.

## How we helped them

### Much reduced provisioning time

- From a technology perspective, we built an engine for the customer that incorporates Hashicorp's Terraform for IaC, Packer for golden image creation & management and Ansible for configuration management.
- From a process perspective, we have reduced 9 separate forms to 1 and ensured information previously included within Excel, is now automated within ServiceNow, helping to keep a much more up to date CMDB.
- **CC have reduced the time it takes the customer to build a new VM from 42 or 56 days, down to 22 minutes.**





# COMPUTACENTER'S HERITAGE

Our value in the automation space



# Why Computacenter?

Unique position in the market for multi-cloud automation

## OUR COMBINED STRENGTH IN BOTH SERVICE NOW AND CLOUD ENGINEERING

We believe we offer a unique position in the market having both a dedicated and highly skilled ServiceNow practice and dedicated and highly skilled cloud engineering capability across the major hyperscalers.

We are able to bring these skills together to successfully discover, deliver and manage multi-cloud automation with the Service Now platform to our customers.

### Computacenter's ServiceNow Practice

Computacenter Overview

<b>1st</b> UK ITSM Implementation	<b>2015</b> Indian Offshore Capability	<b>2020</b> Global Practice	<b>2000+</b> Implementations	<b>94%+</b> Retention	<b>4.7 / 5</b> CSAT	<b>4.56 / 5</b> Partner Success Review ITSM Product Line
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**CROSS PLATFORM EXPERIENCE**    **STRONG PARTNERSHIP**    **TALENTED PROFESSIONALS**    **GLOBAL DELIVERY CAPABILITY**

Customer Workflows	Technology Workflows	Employee Workflows	Industry Workflows	Finance & Supply Chain	Creator Workflows
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**serviceNOW**

**2022 EMEA PARTNER Award Winner**

**serviceNOW ELITE Partner** (Consulting & Implementation)

**serviceNOW ELITE Partner** (Reader)

**serviceNOW ELITE Partner** (Service Provider)

**serviceNOW ADVANCED PLATFORM Partner** (SaaS)

**CERTIFIED MASTER ARCHITECT**    **CERTIFIED TECHNICAL ARCHITECT**

**Certified Implementation Specialists**

ITSM: 103	ITOM: 55	CSM: 30
SPM: 21	ITAM: 18	SecOps: 17
HR: 13	FSM: 11	GRC: 11
Service Provider: 4		

**180+ Accredited ServiceNow Professionals**

**IMPLEMENTATION** (Business Transformation, Best Practice, Health Checks, Productivity Initiatives)

**ADVISORY** (Continual Service Improvement, Platform Management Services, Design & Architecture)

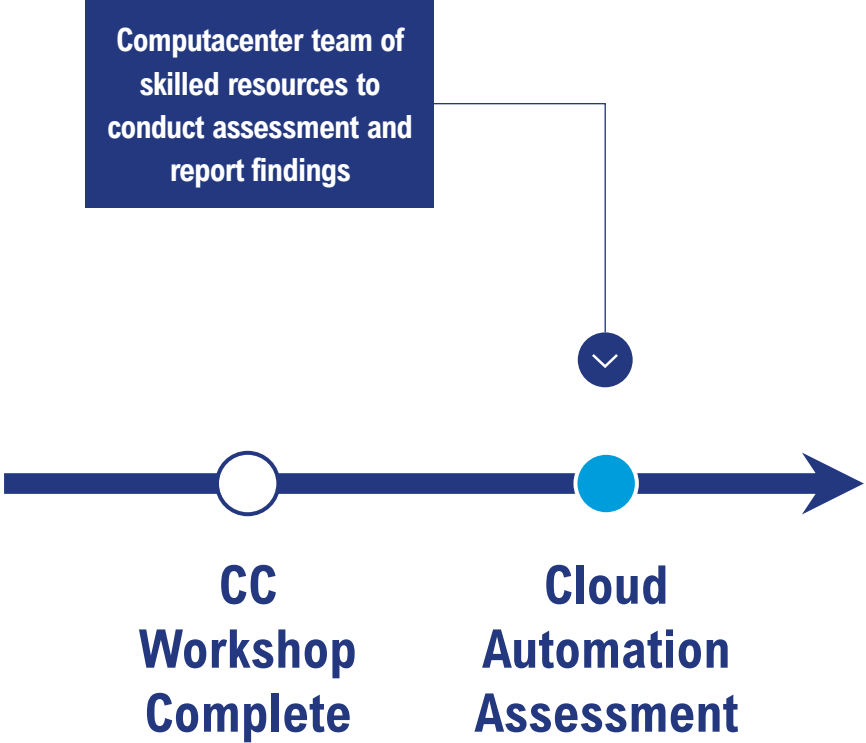
**OPTIMISING** (Agile / Waterfall, Adaptation / Adoption)

4



# Discovery Services – Scoping the Programme

Create MOU for Discovery Services



<b>KEY DELIVERABLES</b>	<ul style="list-style-type: none"> <li>• Report providing analysis of the end-to-end provisioning process, identifying key blockers and areas of improvement</li> <li>• Roadmap of process and technology changes required for improving delivery times</li> </ul>
<b>COMPUTACENTER TEAM</b>	<ul style="list-style-type: none"> <li>• 1 * ServiceNow SME</li> <li>• 1 * Technical Architect</li> </ul>
<b>CUSTOMER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Access to infrastructure provisioning teams</li> <li>• Access to infrastructure consuming teams</li> </ul>
<b>DURATION AND COST</b>	<ul style="list-style-type: none"> <li>• 20 Days</li> <li>• Indicative cost: £30K</li> </ul>



**Thank You**

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