



TECHNOLOGY SOURCING



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OUR SERVICES

Technology Sourcing is our traditional core business and we continue to see it as both fundamental to our customers and a significant growth driver. We help our customers to determine their technology needs and, supported by our Technology Providers, we provide the commercial structures, integration and supply chain services to meet those needs reliably.

We provide comprehensive services across the workplace, data center, network and security.

We earn revenue from large contracts, with thinner margins and lower visibility than for Services, but with amazing customer loyalty, which we earn through reliability, agility and scale.

WHAT OUR CUSTOMERS WANT



BETTER CONTROL

Global standards, vendor negotiation and supply chain management to optimise the services and value to your organisation.



IMPROVED SERVICES

Improvement to the buying experience, speed to benefit and the overall business value from Technology investments.



REDUCED COST & COMPLEXITY

Through supplier rationalisation reduce the cost, complexity and time of managing your IT infrastructure allowing you to focus on strategic improvements.



SUSTAINABILITY IMPROVEMENTS

Measurable improvements in sustainability and best practices over the life of technology in your organisation.



TECHNOLOGY SOURCING IS A SERVICE

WE INTEGRATE AND DEPLOY ACROSS WORKPLACE, NETWORKING & DATA CENTER



Data Center and network deployment



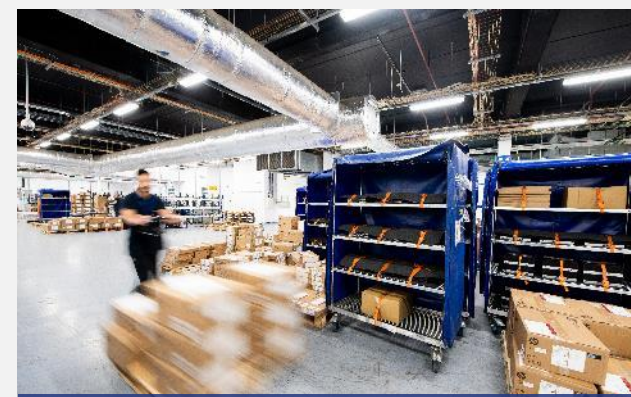
Total solution configuration e.g. 'store in a box'



Mobility



Volume configuration

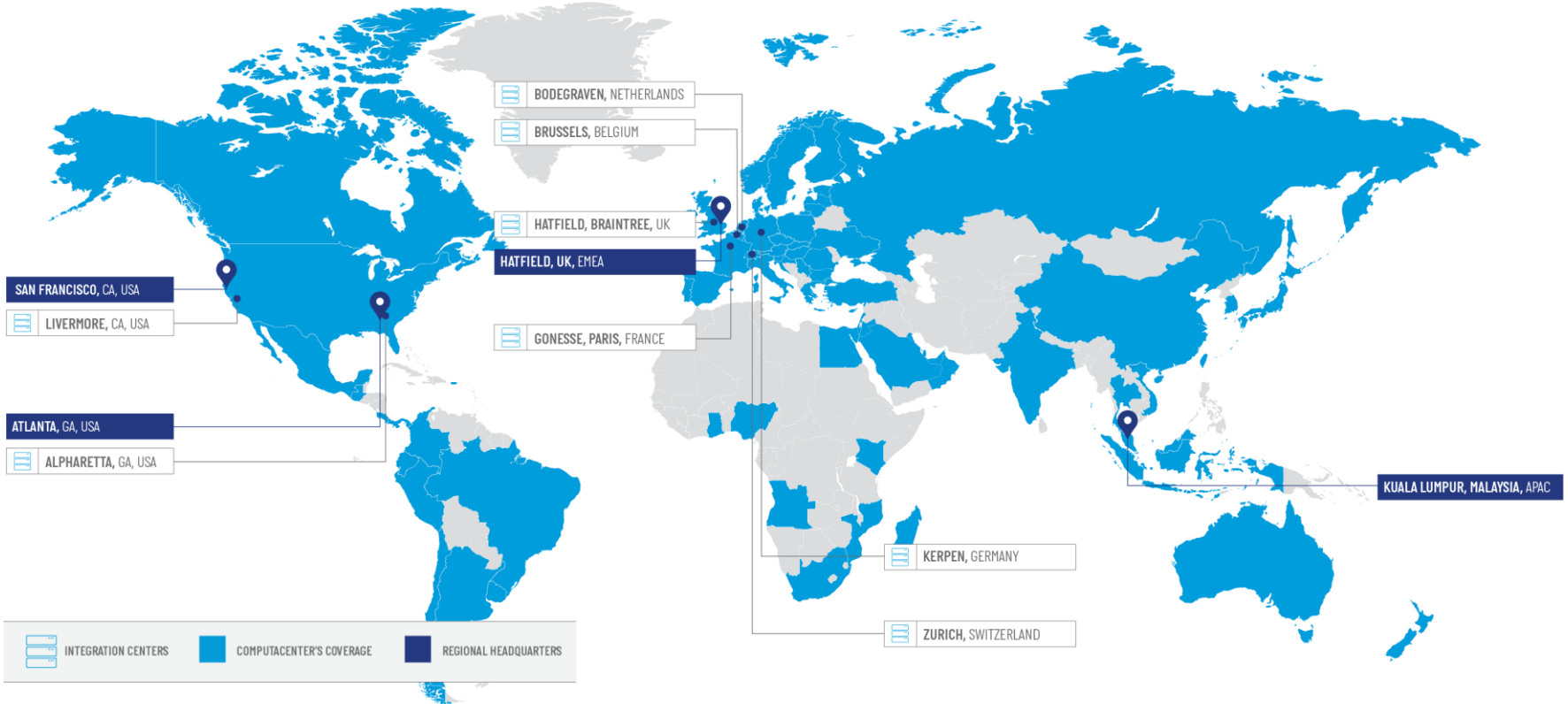


Volume deployment



TECHNOLOGY SOURCING

OUR INTEGRATION CENTERS



25m
PRODUCTS
SHIPPED ANNUALLY

SAP
COMMON
BACKBONE

65%
ORDERS RECEIVED
ELECTRONICALLY

70
COUNTRIES
SUPPLIED TO IN 2020

Highest
ACCREDITATIONS
IN INDUSTRY

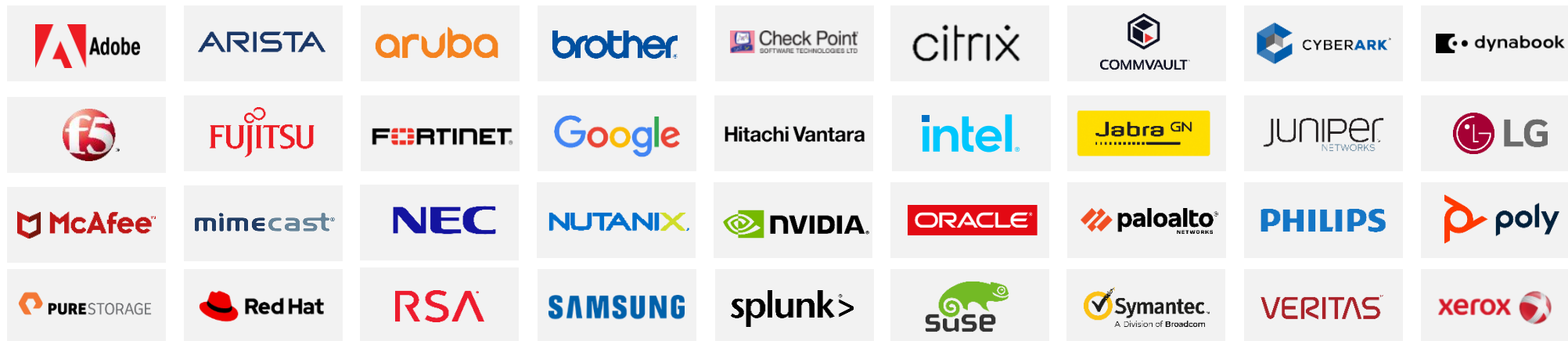


POWERFUL PARTNERSHIPS

WE'RE PROUD TO HAVE BUILT POWERFUL PARTNERSHIPS WITH THE WORLD'S LEADING TECHNOLOGY PROVIDERS



Computacenter holds over 200 vendor accreditations. Our people hold over 10,000 vendor technical certifications.



INTERNATIONAL TECHNOLOGY SOURCING

- Global Integration Centers coverage
- Additional Computacenter & partner locations worldwide
- Highest accreditations in industry
- Our approach is designed to provide maximum efficiencies to the customer
- There is no single global reseller covering the breadth of products that we provide
- Our customers are buying a service



25m

PRODUCTS SHIPPED ANNUALLY

100+

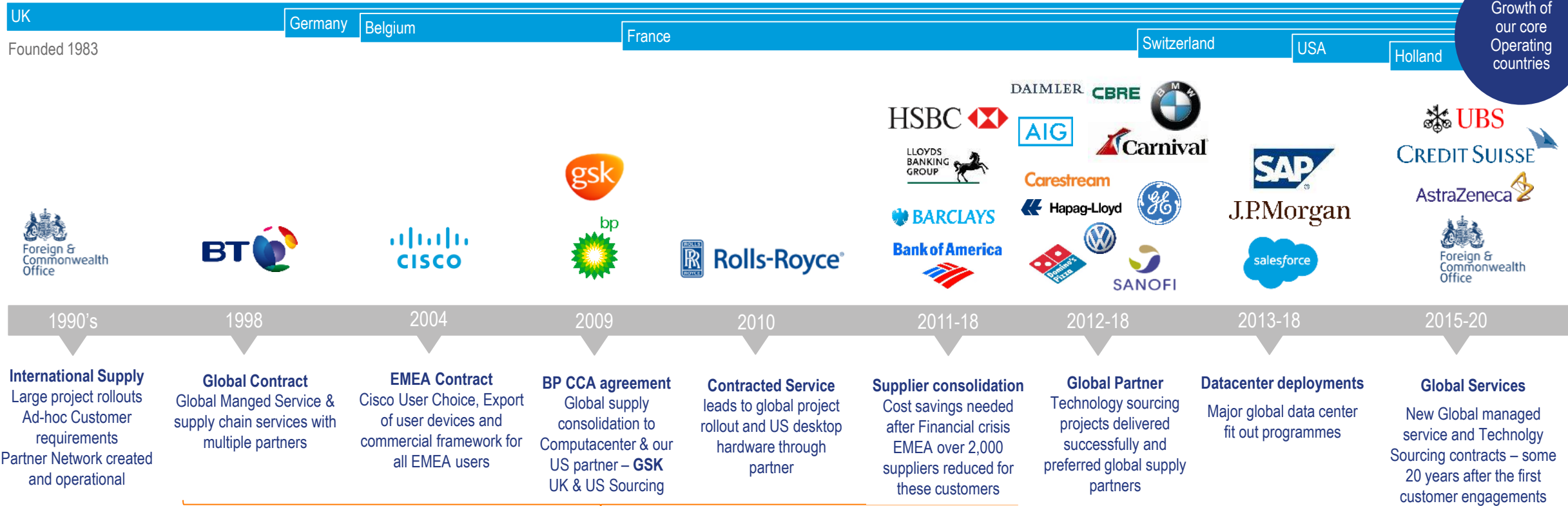
COUNTRIES SUPPLIED TO IN 2021

26+

YEARS EXPERIENCE OF INTERNATIONAL SUPPLY



INTERNATIONAL TECHNOLOGY SOURCING HERITAGE



International Supply
Large project rollouts
Ad-hoc Customer requirements
Partner Network created and operational

Global Contract
Global Managed Service & supply chain services with multiple partners

EMEA Contract
Cisco User Choice, Export of user devices and commercial framework for all EMEA users

BP CCA agreement
Global supply consolidation to Computacenter & our US partner – GSK UK & US Sourcing

Contracted Service
leads to global project rollout and US desktop hardware through partner

Supplier consolidation
Cost savings needed after Financial crisis EMEA over 2,000 suppliers reduced for these customers

Global Partner
Technology sourcing projects delivered successfully and preferred global supply partners

Datacenter deployments
Major global data center fit out programmes

Global Services
New Global managed service and Technology Sourcing contracts – some 20 years after the first customer engagements

These contracts are still running in 2021 after multiple renewals

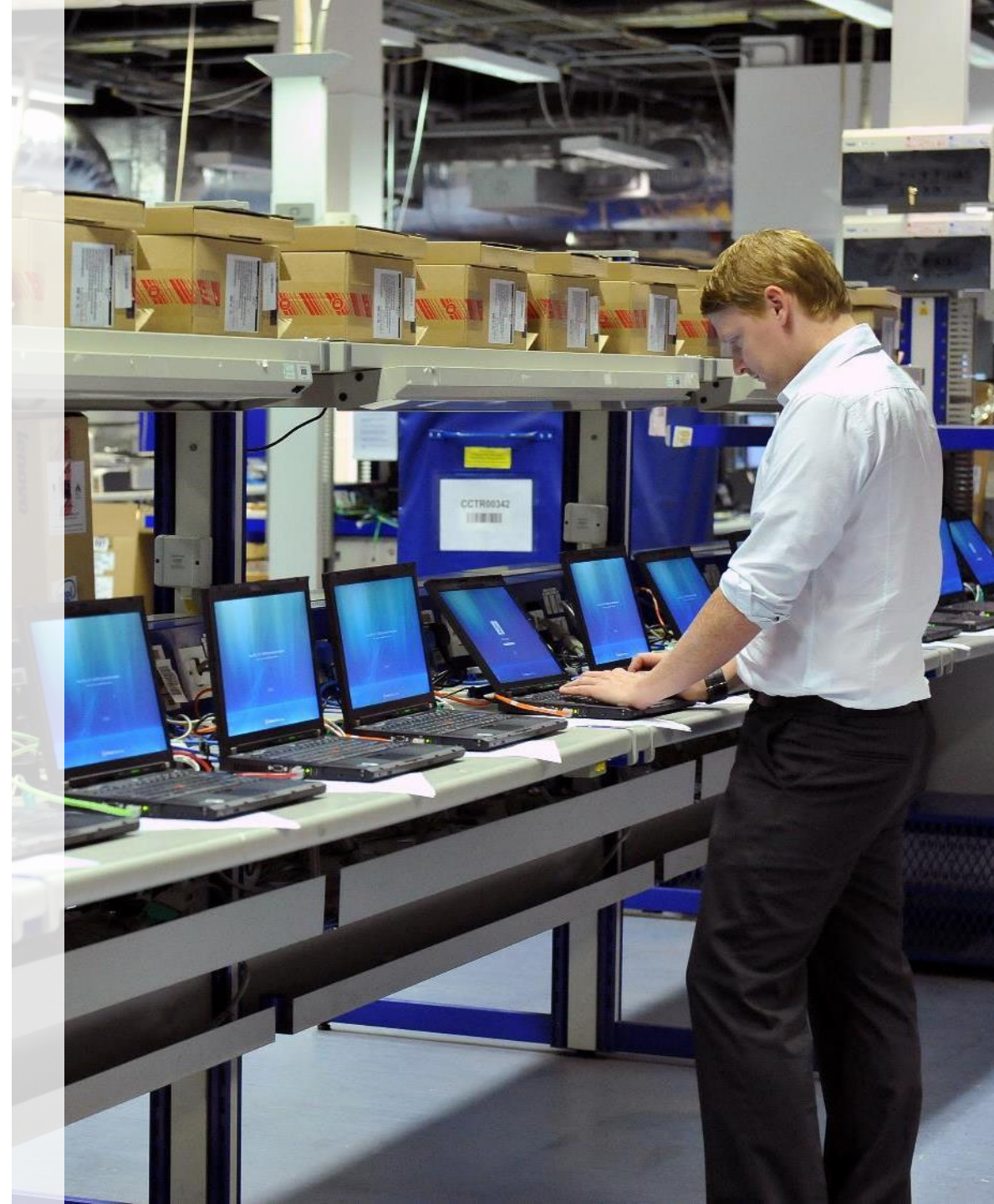
£1.59bn
1998 revenue



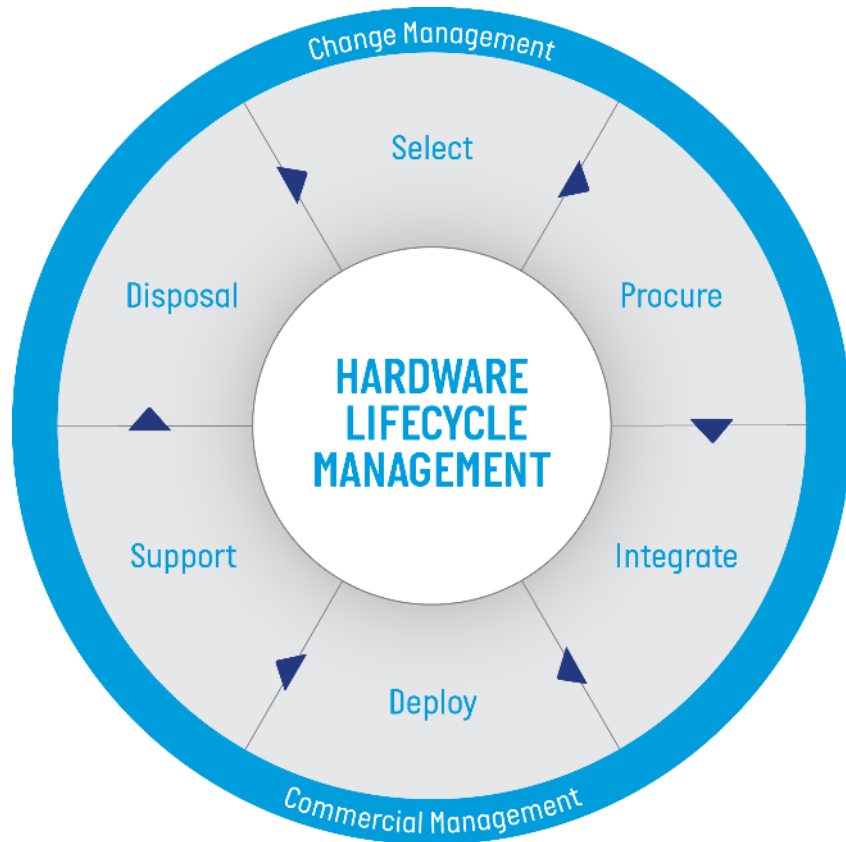
£5.53bn
2020 revenue



HARDWARE LIFECYCLE MANAGEMENT



HARDWARE LIFECYCLE MANAGEMENT



We recommend the appropriate Technology products and solutions and source them so that you obtain best value.

We optimise and automate all stages of Hardware Lifecycle Management to increase control and improve services.

We innovate and add value in Technology procurement, integration, deployment and lifecycle support.

Our organisation is built on our market leading relationships, Integration Centre investments and reputation for delivering to meet our customers long term needs. Our experience and knowledge will help you take full control of your technology across your Workplace, Network and Data Center and deliver measurable improvements and cost savings.

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HARDWARE LIFECYCLE MANAGEMENT

Change Management

We understand the marketplace and manage the complexity of supply chains to ensure we consistently deliver the technology that enables your Users and Business.

Select

We provide independent and pragmatic advice and recommend the right technology to meet your needs.

Procure

We help reduce complexity and automate process to realise a superior buying experience.

Integrate

Our Integration Centre automation and control enables consistent service quality to be delivered – at scale.

Deploy

Our expertise and innovation removes the cost and complexity from IT Infrastructure deployment.

Support

We help you get the most from your Technology investment by keeping it working.

Disposal

We refresh, re-deploy and when it is end of life dispose of Technology in a controlled and secure manner.

Commercial Management

The right commercial model and controls to provide you with the best total cost of ownership over the lifetime of your technology investment.



VENDOR & INVENTORY MANAGEMENT

£4.5bn

Annual Spend

1m

Prices checked daily

230

Commercial, Partner & procurement specialists

240,000

Live Products Managed

80

Key Partners Managed

30,000

Partners Transacted

Strategic Partner Framework & Development

Commercial expertise & leadership



- End-to-end vendor management and alignment
- Mastering vendor programmes
- Pragmatic and dependant advice
- From vendor take on to end-of-life
- Commercial expertise
- Procurement advice and collaboration
- Inventory planning
- Planned and unplanned change control
- Market buying power in the event of shortages
- Advanced manufacturing awareness and demand forecasting

MANAGING COMPLEX SUPPLY CHAINS GLOBALLY



CONTROL

Change and device continuity and manage planned and unplanned change



IMPROVE

Availability and service levels to the business



REDUCE COST & COMPLEXITY

Manage the cost of change in a control way reduces the impact on the User and business

PROVEN EXPERTISE & SCALE



INVENTORY MANAGEMENT

We manage a portfolio of products that are customer specific and reflects customers ongoing IT requirements and delivery timescales. We proactively manage complex commercial contracts to ensure that the customer receives the best commercial terms at all times.



- 9 Global Integration Centers that deliver 25m products annually to over 100 countries.
- £100m+ inventory with fully supplier and distribution integration.
- Our state-of-the-art, purpose built, fully automated Integration Centres are able to ship over 100,000 items per day.
- We use best in class Inventory Management, Stock Integrity and Security Systems

The scale to consistently deliver



CUSTOMER INVENTORY MANAGEMENT

We can manage IT infrastructure inventory on your behalf. We manage, integrate and deploy it as a stand alone service or integrate it as part of an overall solution.

GUARANTEED

Availability to consistently meet SLAs

ON DEMAND

To be responsive to meet demanding timescales

RING FENCED

Ensures vendor model compliance ahead of deployment



210,000 sq. feet, plus three 80,000 sq. feet mezzanine floors



- Our Buy and Store service allows products purchased in bulk to be stored within our facility, simplifying scheduled implementation
- It allows customers to obtain consistent supply and buy in volume to obtain better value to meet a refresh target

Buy and Store – Guaranteed availability on demand

