



Triple A ApproachSM

Key features and benefits of our Triple A Approach

- Every managed service benefits from the Triple A Approach
- Approach gives ability to:
 - Scale operations more effectively and efficiently
 - Find new opportunity through our Experience Management Office model
 - Improve service performance and drive innovation
 - Personalise and customise solutions with predictive analytics and AI-driven insights to match changing customer and employee needs
- Approach is dynamic – the Triple A Innovation Radar drives automation and AI into service portfolio whether now, near future or as part of more visionary service roadmap
- Operational excellence teams provide governance and framework to drive Triple A approach everywhere
- Innovation portals enable ops teams to suggest day to day automation / AI enhancements
- Regular benchmarking ensures industry leading levels of automation are maintained

When you choose an IT managed services provider you want reassurance that value will be continuously delivered through the life of your contract, however long that might be.

In today's fast-moving era of intelligence, this means:

- **Data driven decision making** – that transforms strategic planning and operational processes
- **Customer and employee centricity** – the ability to tailor unique, personalised offerings to better satisfy demand, enhancing loyalty and satisfaction
- **Innovation** – where analytics and AI can reveal untapped opportunity preciously obscured

At Computacenter, our managed services benefit from a set of core capabilities that pervade how we devise and deliver service – to keep service innovative, intelligent, able to be delivered at scale and driving exceptional experience.

One of the most topical of these capabilities is our Triple A Approach that transforms and adds value to our portfolio and service delivery operations through a combination of analytics, automation and AI.

The Computacenter approach



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The role of the Experience Management Office (XMO)

Critical to our ability to deliver on the Triple A Approach is our unique Experience Management Office (XMO).

It is here, at the heart of our operations and across our service portfolio, that data is received and analysed to reveal actionable insights that create value – like how service can be more personalised, where automation or AI would make a difference and how underpinning technologies can be further leveraged.



‘The Triple A Approach harnesses the power of analytics, automation and AI to deliver ongoing value to customers – giving them the confidence that they are choosing the right IT managed services provider... for the long term’

Outcomes of the Triple A Approach are focused on six areas of improvement. These are detailed below with some examples of each:

Productivity

- Password expiry is detected and automation triggered to prevent an account being locked
- Proactive device fix and device health monitoring means productivity is less impacted

Efficiency

- RPA performs repetitive, error prone tasks faster, saving thousands of business hours and reducing costly mistakes
- When a major incident is detected, automatic communications significantly reduce incidents into the service desk
- Stock movement automation has removed inter-department inefficiencies

Insights

- Analytics highlight costly infrastructure performance issues and provide preventative fixes, saving hundreds of hours of downtime or poor throughput
- Software defined network services connect built-in AI and machine learning with Computacenter’s own AI & automation platforms to unlock maximum value - meaning service evolves from reactive event-driven to proactive data-driven

Experience

- Direct customer integrations exchange data automatically, enabling real-time service feedback that enhances user experience
- Service Desk analyst time is freed up by automation – time now used to further improve the support experience
- Potential PC performance issues are anticipated and scripts triggered each week to prevent issues

Sustainability

- Awareness around power supply and proactive shutdown campaigns keeps sustainability top of mind for employees and enhances their well-being

Security

- Automated capture of multiple vendor firewall configurations provides increased security and auditing

