

CUSTOMER STORY

A PEERLESS IT SERVICE

Extending Managed Services by another 5 years for 6,000 users

SERVICES

- IT Strategy & Advisory Services
- Technology Sourcing
- Transformation Services
- Support & Maintenance

USER EXPERIENCE

- Enhanced agility and mobility
- Maximised efficiency
- Improved access to information
- Improved collaboration
- Improved performance
- Improved user satisfaction

BUSINESS IMPACT

- Accelerates innovation
 - Boosts business agility
 - Strengthens competitive advantage
 - Enriches customer experience
 - Improves productivity
 - Reduces costs
 - Supports digitalisation
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OBJECTIVE

NFU Mutual first engaged Computacenter back in 2013 to provide Managed Services that would adhere to their “Brilliant Basics” programme – which ensures that the company’s IT systems work efficiently, securely and reliably. In addition, Computacenter was tasked with the delivery of a new workplace for end-users, while two major data center moves were also required. NFU Mutual also required a change of their telephony system network provider – all part of a large transformation agenda that was entrusted to Computacenter.

In 2020, NFU Mutual’s IT objectives remain largely the same – entrusting a third-party supplier to deliver efficient and effective IT services, and to oversee another refresh of workplace – leaving NFU Mutual free to focus on providing quality insurance for their customers, and not having to worry about their IT.

SOLUTION

Having established a platform for a totally reliable service, Computacenter has been awarded a five-year extension to the Managed Services contract. NFU Mutual therefore needed Computacenter to continue to drive their “Brilliant Basics” programme, efficiently and effectively. In addition, a brand-new workplace overhaul is required for NFU Mutual’s 6,000 users.

OUTCOME

The expected outcome of this five-year contract extension is for NFU Mutual to continue to enjoy the high level of IT service that they have become used to since 2013, and to also equip their users with new, state-of-the-art workplace devices, running the latest version of Windows. The latter transformation will be delivered seamlessly, by third-quarter 2020.

With Computacenter steering “Brilliant Basics” and workplace, this will leave NFU Mutual free to concentrate on their other business initiatives, and to continue to deliver an award-winning service to their customers.



The first of our three IT Strategy initiatives is Brilliant Basics, which is to make sure all our IT works really well, superbly, totally reliably.”

**Tim Mann, CIO,
NFU Mutual**



Having established a platform for a totally reliable service, this is now what everyone in the company expects from Computacenter, going forward.”

**Tim Mann, CIO,
NFU Mutual**

OBJECTIVE

Enabling NFU Mutual to “Change the Game” and “Change the Rules”

Technology is critical to NFU Mutual’s success in serving their customers well. As their CIO, Tim Mann explains: “We face the standard challenges most businesses in the UK face, which is firstly making sure our data is kept secure, but secondly that we’ve got the right tools to do the job right.

“We started working with Computacenter back in 2013, and in our IT Strategy, we set our three initiatives. The first was ‘Brilliant Basics’, which is to make sure all our IT works really well, superbly, totally reliably.”

This combination of stability and resilience provides the foundation for business operations. Between 2013 and 2019, Computacenter successfully delivered on this, whilst it has also delivered major technology transformation, too. This included migrating NFU Mutual’s existing data centers to two new data centers, rolling out a brand-new workplace environment to 6,000 users, and overhauling NFU Mutual’s telephony system.

As Tim Mann explains: “What I was looking for was a Managed Services partner who was able to deliver the workplace, deliver the data centers in a really secure and managed way, and then run those core services really well – enabling us to focus on serving our customers, rather than worrying about whether our IT services are working effectively.”

Computacenter’s “Brilliant Basics” service has also enabled NFU Mutual to concentrate on their two other IT strategy initiatives. “Changing the Game” is all about using technology to change the way NFU Mutual does business, while “Changing the Rules” is all about starting to change the insurance business itself – again, using technology.

Moving forward to 2020, NFU Mutual’s IT objectives remain largely the same – entrusting a third-party supplier to deliver efficient and effective IT services via Brilliant Basics, and to oversee another refresh of Workplace. The latter service also required a supplier who has a strong focus on innovation – particularly modernising and optimising the user experience, driving greater efficiency, and reducing the total cost of ownership.

SOLUTION

Stellar support of “Brilliant Basics” and a new cutting-edge workplace

In December 2019, Computacenter was awarded a five-year extension to the Managed Services contract with NFU Mutual. In Tim Mann’s own words: “Having established a platform for a totally reliable service, this is now what everyone in the company expects from Computacenter, going forward.”

Knowing that NFU Mutual’s IT is in secure hands, Tim also adds: “Renewing the IT Services agreement is really important to us, because we want to be focusing on the big challenge which is changing our back-office systems, providing quality insurance, and meeting the needs of our customers.”

In addition, a new and seamless Workplace overhaul is required for NFU Mutual’s 6,000 users, providing them with new, state-of-the-art workplace devices, running the latest version of Windows. This transformation will see the Agency staff being equipped with new workplace devices by mid-2020 and everyone else in the business by third-quarter 2020.



With our renewed contract, and our new Workplace, I'm looking forward to the next four or five years of peerless IT service."

**Tim Mann, CIO,
NFU Mutual**

ABOUT NFU MUTUAL

Founded in 1910, NFU Mutual are a general insurance business based in the UK. Head Office is in Stratford-upon-Avon and there are a dozen Regional Service Centres, while the company's personal service is offered through over 300 local agents, who are located throughout the UK, from the Shetland Isles in the far-north, down to Cornwall in the south.

Originally focusing on products specifically for farmers, NFU Mutual is now the largest UK provider for insurance and investment products in rural areas. It has over one million customers and is a 2019 Which? Recommended Provider for Car and Home insurance.

For the immediate future, Tim Mann explains: "I've set the agenda for our IT function to focus mainly on Changing the Rules and Changing the Game. And that means that we need a solid platform of Brilliant Basics, with all of our systems working superbly, and a brand-new workplace – and that's where Computacenter come in."

The various facets of the service are as follows:

- A full Managed IT Service (excluding Service Desk)
- A modern workplace, consisting of:
 - Windows 10 and Windows 10 Evergreen support
 - New end-user devices
 - Managed Print
 - Guaranteed end-user infrastructure performance

OUTCOME

Enabling NFU Mutual to deliver a first-class service to their customers

NFU Mutual expects the same high level of IT service that they have become used to from Computacenter since 2013. This means solid, stable and secure systems, and a continuation of excellent customer relations with NFU Mutual's CIO and direct reports. It also means receiving a "more for less" proposition, but one which still presents their users with the best that IT can offer, and which will continually enhance their working life.

A summary of specific expected outcomes is as follows:

- Infrastructure stability and resilience, enabling NFU Mutual to operate business as usual.
- Smooth-running IT services, enabling NFU Mutual to concentrate on Changing the Game and Changing the Rules.
- A workplace transformation for 6,000 users, delivering a seamless transition to new devices by third-quarter 2020.
- A long-term partner that understands NFU Mutual's business, adds value and innovates at the right price point.
- A partner who provides thought leadership and commercial innovation to help NFU Mutual make the right decisions regarding future IT challenges, helping them to shape their future business.
- An improved end-user experience which will enhance business productivity, and will also lead to greater staff retention, and the attraction of new talent to the company.
- Improved choice of end-user support, enabling users to engage with support wherever and however they please.

Looking to the future, Tim Mann summarises: "With our renewed contract, and our new workplace, I'm looking forward to the next four or five years of peerless IT service. This will enable us to focus on changing our back-office system, and to continue to deliver the tools to do the job, so our staff can deliver that award-winning customer service to our policy holders."

MORE INFORMATION

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