

A healthy partnership built on stable process

gkv informatik (GKVI) is an IT service provider for statutory health insurance companies in Germany. GKVI supports IT workplace applications for 41,000+ health insurance users at c.1,000 DE locations, advising on business process, and installing or updating software and applications, including testing.

Computacenter has been partnering with GKVI for 10 years in the provision of workplace services, ranging from device procurement and integration, to endpoint transformation to general endpoint management.

Aligned businesses which underwrite combined success

GKVI delivers infrastructure, application operation, and IT services for business process support, which is delivered alongside consultancy, purchasing and procurement of IT solutions. Working as an extension of their team, Computacenter delivers service desk, field, and break-fix services, and our Professional Services teams handle large technology sourcing rollouts across Germany for GKVI.

Both businesses also align on our sustainability goals, and our workplace circular services – the recycling and repurposing of retired GKVI workplace devices – significantly contributes towards GKVI's own strategic commitments to sustainability.

A partnership policy focused on the customer

GKVI focus on their customers, offering customised services of high quality, and always fulfilling orders quickly and reliably. The company is also committed to long-term partnerships, with the right partner. Computacenter meets their criteria, and GKVI trusts us to deliver our workplace services with quality and integrity, enabling their users to deliver quality services to 17 million customers.

Our long-term partnership has been built upon stable operating processes and economic stability, along with reliable implementation of large rollouts within short timescales, shopping basket management, and sustainable inventory for flexible projects. GKVI also appreciates our national and international scale, with the largest services capability of any VAR in the world, whilst we constantly innovate and evolve our existing services to keep them at the leading edge.



We have a very cooperative partnership which is constructive and solution-oriented, with customer orientation demonstrated across all divisions and partners."

Peter Neißé,
Technical Alliance Manager,
gkv informatik

Our partnership journey

- Regular Professional Services workstation refreshes i.e., refresh of 2,800 workstations in just 3 days.
- Seamless operations expand across DE with our service desk and field services.
- GKVI makes strategic decision to focus on applications and outsources Workplace infrastructure support to Computacenter.
- Computacenter leverages Kerpen Integration Center, enabling rapid delivery of thousands of devices to GKVI's users.

10 years strategic partnership

Breadth of engagement

Services Technology Sourcing
Professional Services
Managed Services

Solution Areas Workplace

[Learn more about what we do](#) >

