



# Computacenter delivers support to BASF IT Services in 17 countries

## Supply and support of 50,000 IT workstations

BASF IT Services and Computacenter have signed a three year contract for the supply and support over 50,000 IT workstations in 17 countries throughout the BASF Group.

The contract includes both logistical and on-site services. Working on behalf of BASF IT Services, Computacenter will procure standard workstations, configure them to BASF specifications and deliver to site. Each unit will also be fully supported in each country.

## Services from Computacenter's Logistics Facility in Kerpen, Germany

A BASF-specific Logistics Team, based at our German headquarters in Kerpen, is responsible for configuring each workstation to the exact specifications and standards of BASF Group. Hardware components, peripheral devices and applications are installed on each system.

Computacenter then supports the BASF workstations throughout EMEA (Europe, Middle East and Africa), by delivering an

in-country service that is fully integrated into BASF IT Services' standard support processes and carried out in full collaboration with BASF's Customer Service Centre.

Before this contract, BASF IT Services used its own employees and various external providers to deliver on-site support in each country. Computacenter now provides a comprehensive support service to the entire region through a single contract.

Consolidated support benefits BASF IT Services in many ways. Not only will processes be increasingly standardised, as a result of Computacenter's performance-based billing structure, support costs will also be more transparent.

Another positive is the increased flexibility of the in-country services. New locations, resulting from acquisitions for example, will be integrated quickly and efficiently using a single, consistent delivery and support model.

Harald Endres, Director of Customer & Workplace Services at BASF IT Services,

confirms: "We have had a successful working relationship with Computacenter for many years and chose them as a reliable partner for this important, Europe-wide out-tasking project. By consolidating our service providers and standardising processes throughout Europe, BASF IT Services guarantees that all BASF Group users in the region will receive a consistently high level of service for their IT workstation needs."

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**Harald Endres,**  
Director of Customer & Workplace Services, BASF