



Cost effective IT improving processes for Food and Drink suppliers

The rising costs of raw materials combined with changing consumer behaviours and lower spending as a result of the economic downturn are adding pressure on the food and drink industry. Cost effective, flexible, IT-driven processes are necessary to meet these changing demands.

Business Challenge

The food and drink industry is under pressure from changing consumer behaviours, increasing legislation and government intervention. All set within the context of a global economic downturn and competing demand for raw materials. These are major challenges that require sophisticated processes to maintain customer service, transparency and governance of production operations.

Transformational outsourcing and managed services provide a mechanism for Food and Drink suppliers to refresh their IT infrastructures whilst removing the burden of delivering their own IT, or struggling with a baseline service from a disengaged supplier.

To address the requirements, any IT supplier needs real industry experience, alongside strong skills, capability and global support reach. Most importantly the suppliers need a deep demonstrable ability to drive out cost whilst transforming it to deploy new technologies.

Why Computacenter?

With customers such as Pizza Hut, Dairy Crest and Northern Foods, Computacenter has the experience

and market understanding to provide business aligned IT infrastructure services to the Food and Drink industry. Computacenter's key strengths in Food and Drink are:

- **Flexible financials** – ability to offset transformational investments against the lifetime of an outsource as well as 'price per transaction' for infrastructure services
- **Proven capability** – Onsite, onshore and offshore delivery capabilities for optimised solutions with numerous existing customers in the Food and Drink industry
- **On-demand flexibility** – Scalable services to respond to forecasted, as well as unexpected peaks effectively addressing demand
- **Reach** – UK-wide field force team for onsite support and provisioning of IT for production sites and office support

With our managed services, Computacenter can take on existing IT infrastructures and processes and transform them to meet the demands of food and drink suppliers today. This means an intelligent approach to transformation through targeted replacement combined with re-purposing of the existing infrastructure.

"We were looking for an outsourcing partner capable of delivering high service levels while keeping control of costs, and a partner that we could work with successfully in the longterm as our needs expand."

"We have found Computacenter to be more responsive, flexible and suited to the needs of our business."

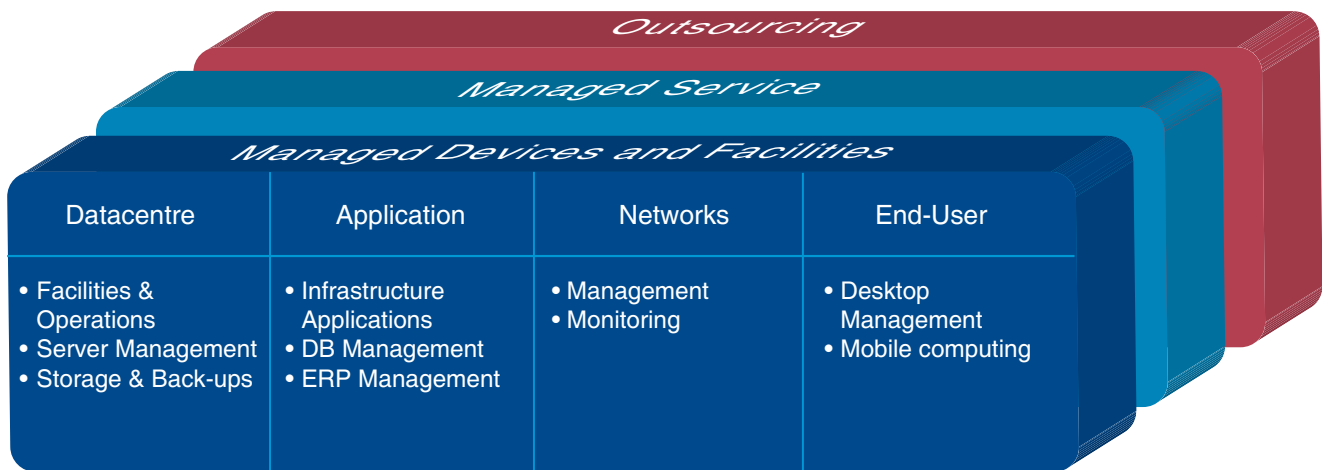
Director of IT,
Pizza Hut (UK)

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Managed Services from Computacenter

Computacenter is a leading European provider of IT infrastructure services. Our managed services can reduce organisation's IT costs whilst increasing its efficiency, performance and value. We provide specific solutions filling gaps in the infrastructure provision, through to complete end-to-end IT infrastructure outsourcing. Our Shared Services Factory enables our customers to take advantage of proven, repeatable and ITIL-compatible processes that accelerate innovation, improve service quality and deliver cost savings.

IT Infrastructure Services



Computacenter provide end-to-end infrastructure services from sourcing, hosting, optimisation and management of the key IT functions of datacentres, applications, networks and end-user technology. The service levels range from a complete outsource to strategic managed services across the infrastructure.

Benefits for Logistics Operators

- Cost reduction** – lower operational cost through standardised processes and an intelligent approach to infrastructure refreshment, service improvement as well as onsite, onshore and offshore operations from an experienced Food and Drink industry IT supplier
- Access to skills and capacity** – whether hands-on presence across the UK or on-demand access to processing, storage or application seats, Computacenter provide the resource you require without you having to retain a dedicated IT capability
- Demand fluctuations** – Computacenter offers its customers the benefit of UK's leading Service and Solution Centre providing on-demand capability as well as a safe non-operational environment to prototype new services
- Reliability** – Computacenter underpins the business-critical IT of Food and Drink suppliers by consistently delivering world-class ERP and supply-chain IT infrastructure services

What next?

To find out how Computacenter can help you, please contact your account manager or email enquiries@computacenter.com

More resources

A guide to reducing your IT infrastructure costs. For a free online assessment, visit www.computacenter.com/DTO