



Marks & Spencer extends IT managed services contract with Computacenter

Marks & Spencer (M&S) has expanded its IT managed services agreement with Computacenter to help improve time-to-market for new IT systems.

The new contract sees Computacenter take end-to-end accountability for the delivery of IT services to M&S's six head office sites servicing approximately 4,000 end users.

Damone Quigley, Head of Infrastructure and Application Services at M&S, commented: "The extended new agreement with Computacenter will give us end-to-end availability and accountability for head office IT systems and services."

As part of this end-to-end approach, Computacenter will be responsible for:

- Full operation of M&S's head office and telephony service desk
- Supporting head office Wintel systems that underpin applications used in the retailer's 600-plus UK stores

- Deploying test, development and production virtualised server environments
- Implementing the head office IT infrastructure that will support the Company's new point of sale systems in its stores
- Providing problem, incident, request, change, release and configuration management services including ITIL-compatible service desk processes developed by Computacenter's Shared Services Factory, which will also be adopted by the retailer's stores and business applications service desks
- Providing asset recycling and redeployment services from Computacenter's specialist IT disposals division. The cost-neutral service has already helped M&S to meet both WEEE requirements and its environmental Plan A objectives by sending zero IT waste from head office to landfill in 2008.

"We have an outcome-based managed service with Computacenter that will reduce our risk and increase the quality of IT service for the business. This ultimately means a better shopping experience for M&S's customers both online and in our stores," comments Damone.

Amir Klaus, Computacenter's Retail Client Director for M&S, commented: "The managed services contract provides M&S with a roadmap for continual improvement and innovation."