SHARING COMMON VALUES

An extended Managed Services partnership centred on users, and now delivering new TechCenter support and 'shift-left' self-serve

SERVICES
- End User/Workplace
- IT Strategy & Advisory Services
- Technology Sourcing
- Transformation Services
- Support and Maintenance
- Managed Services
- Mobility Transformation

USER EXPERIENCE
- Enhanced agility and mobility
- Maximises efficiency
- Improved access to information
- Improved collaboration
- Improved performance
- Improved user satisfaction
- Support aligned to personal preference

BUSINESS IMPACT
- Accelerates innovation
- Boosts business agility
- Enriches customer experience
- Improves productivity
- Reduces costs
- Supports digitalisation

OBJECTIVE

Transport for London's Technology Services Operations department has the responsibility of making sure that the company's IT Services are running smoothly and always available for their staff, Londoners and millions of annual visitors who use their transport services each year. In addition, the key objectives of delivering healthier transport and eliminating fatalities, also require appropriate future investment in IT.

In 2019, support for several critical IT services had reached their contract end date and were therefore open to bids for future support. Given the challenges and strategic objectives, combined with the ongoing tough economic climate, it was vital that Transport for London selected the right long-term partner to deliver those services.

SOLUTION

Computacenter were selected by Transport for London (TfL) to provide support for a minimum of 4 years, with a potential to be extended up to 7 years. The new contract centres on Computacenter's DigitalMe Workplace offering and providing Deskside Support and Service Desk services – which serve not only TfL Head Office buildings, but many other areas ranging from London Underground stations all the way down to the portacabins from where engineers conduct the maintenance of rail tracks.

The new contract places a big emphasis on intelligent support aligned to personal preference, enabling users with self-service capabilities through an End User Portal. This is underpinned by the delivery of Service Desk and TechCenter services for remote and on-site assistance and support, delivering convenient access to multi-skilled IT experts.

OUTCOME

An exciting partnership meeting challenges together and putting the user at the heart of everything. The evolution of the services through the new contract will also be a key part of TfL's "Smart Working" programme – enabling better staff productivity, reducing costs and supporting an increasingly-flexible workforce.

> "We must ensure that our IT Services are running as smoothly as possible throughout the year, not only for our 30,000 users, but also for the 9 million Londoners and the 30 million annual visitors who use our transport services."

Djamila Guernou, Head of Technology Service Operations, Transport for London

> "Our IT is absolutely essential and is being recognised by the Mayor as core. We therefore went to market looking for a long-term IT partner that could really evolve with us over time."

Djamila Guernou

OBJECTIVE

Meeting the increasing IT challenges posed by a burgeoning population, and an ageing transport infrastructure

One of Transport for London's main challenges is that London's population continues to grow; in the last ten years alone, it has grown by another one million inhabitants. As Djamila Guernou, Head of Technology Service Operations at Transport for London says: "This increasing demand on our public transport system is putting additional pressure on our ageing infrastructure, which is all-the-more acute when you consider, for example, that the London Underground is 157 years old."

TfL is also responsible for London's road network as well as London buses and London taxis, so another major challenge is road safety. As Djamila explains: "Despite the number of road fatalities reaching an all-time low in 2018, the Mayor of London has set a vision for TfL to have zero fatalities on the road network by 2041 - that's quite a challenge for us to achieve." And despite a tough economic climate, TfL also has a social duty to its customers to deliver a fair and equitable transport system. Djamila explains: "We also need to make sure that for those customers who don't necessarily have a lot of means, we can still offer appropriate concessions."

Alongside these challenges, TfL must also plan to deliver one of their key future strategic objectives, which is a commitment to promote healthy transport – namely: cycling and walking. The aim is for modes of healthy transport to account for 80% of all London transport by 2041. Against this background, TfL's Technology Services Operations department – along with TfL's IT suppliers and partners – has the responsibility of making sure that the company's IT Services are running as smoothly as possible, 24/7, 365 days a year. This will enable the department to continue to deliver peerless IT services to their customers.

As all of the above challenges require appropriate investment in IT, the Mayor of London's transport strategy unsurprisingly calls out technology first, as an enabler to the successful delivery of TfL's strategy.

Critical elements of the "technology first" approach include Workplace, Deskside Support, Helpdesk, and IT Consultancy Services – and it is important to remember that "Workplace" for a company like TfL, not only relates to the Head Office, but also to London Underground stations and other smaller buildings or depots, as well as an increasing reliance on working from home. As these services had reached their contract end dates in 2019 with existing suppliers, they were therefore to be competed through the public-sector OJEU process. "We also went to market looking for a long-term IT partner that could really evolve with us over time," adds Djamila.

SOLUTION

Delighting users with revolutionary multi-channel support, underpinned by automation and self-service, with on-site TechCenters

To secure long-term support of the User Workplace, Deskside Services, Service Desk, and IT Consultancy Services, Transport for London selected Computacenter as the chosen supplier. "We are very excited to embark on a new contract and a new relationship with Computacenter," says Djamila Guernou. "The new service commenced on 1st April 2020, and the contract will run for four years with an option to extend to up to 7 years."

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Djamila Guernou

In explaining TfL's choice, Djamila says: "We went out to market about a year ago looking for a new partner to deliver the required services. Amongst the resulting bids, Computacenter stood out – firstly through the quality of the written submission, but also thanks to dialogue which took place during the bid process, reassuring me that a 7-year relationship was possible. We were also impressed with their new ideas, particularly in terms of delivering the Helpdesk service – and we could see the care being applied to the user experience. That was a big selling point for us.

"The other thing to note was that, although we've had a long-standing relationship with Computacenter, there was no sign of complacency or 'let's do the same thing again'. The bid was very much seen as a new service for TfL users, which included exciting new facets.

"Of course, I have to say that I had worked with Computacenter before, and I am confident that they are an organisation that listens to my needs; that they are both proactive – to anticipate the emerging trends in IT – but also suitably reactive, in rapidly resolving any problems."

The main part of the new contract revolves around the Deskside Support and Service Desk (or Helpdesk) services. For the previous 4 years, Computacenter has been delivering the former to all TfL Head Office buildings, as well as the other widely-spread workplaces discussed previously. However, going forwards, the objective is to provide a better user experience by seamlessly combining the Service Desk and Deskside Support services together. As Djamila explains: "We are looking to exploit what we call 'Shift Left' – helping users to self-serve. And Computacenter have come to us with really good ideas on how we can do that; in particular, NGSD – the Next Generation Service Desk."

Computacenter's NGSD recognises that people want flexible, personalised, convenient support services with always-available, expert assistance, anywhere, at any time. NGSD therefore transforms the traditional Service Desk into a personalised Digital Support Hub. Meanwhile use of machine learning and cognitive platforms enables the pre-emptive resolution of issues across the business, increasing productivity through self-service portals, human chat, chatbots and natural language Artificial Intelligence.

Djamila explains her expectations of NGSD: "We have an opportunity to have more of our users' issues fixed by the Helpdesk, as opposed to having to rely on Second Line Support. This is only possible by having one partner working with us and looking at that user experience from end-to-end."

Also new, and part of Deskside Support, are the Tech Hubs or TechCenters. These are solutions delivered "as a service" and are recognised by Computacenter as the best way of delivering an enhanced IT support experience. They provide employees with direct and convenient access to experts who can fix and advise on a broad range of IT topics in one place.

Elsewhere, Computacenter will also be offering Transport for London Consultancy Services. For example, as Djamila Guernou explains: "Very recently we've been working with Computacenter to help us understand our licencing position with two of our major suppliers and that's been extremely beneficial because not only have they helped us ensure we are compliant, but we've also made sure that we have optimised the consumptions of our licences.

"Another recent example is that Computacenter has helped us shape the delivery model and the support model for Microsoft Evergreen, which is still in its infancy at TfL. So, all this type of work is really important to us."

Finally, Transport for London also continue to use Computacenter as their main technology supplier, with this contract awarded as part of a separate OJEU process. "We procure hardware via Computacenter," says Djamila. "So, that goes from laptops, desktops and mobile phones, all the way up to big storage arrays for our data centers."

"

I've a lot of confidence in the TfL-Computacenter partnership helping our users do better jobs for London as we share common values, particularly putting users at the heart of everything we do."

Djamila Guernou

ABOUT TRANSPORT FOR LONDON

Transport for London (TfL) is London's transport-integrated authority, delivering the capital's day-to-day public transport services:

- London Underground, serving 270 stations, with 543 trains operational at peak times.
- London Overground (six routes).
- London buses, including 9,300 vehicles, 675 routes, and 50 bus stations.
- The Dockland Light Railway (DLR).
- TfL Rail and London Trams.
- London's road network.
- Management of 6,300-plus traffic lights.
- Other coach, river, cycle, cable-car and taxi services, plus management of the London Transport Museum.

TfL also has a regulatory function with taxis, black cabs and private hire operators, providing licences for them all.

OUTCOME

Putting users at the heart of everything we do, and supporting TfL in 'Keeping London Moving'

One of the biggest impacts of the new partnership between Transport for London and Computacenter is the introduction of the Tech Hubs or TechCenters. "We are really excited about them," says Djamila Guernou. "We already have them in our three Head Office buildings and can already see the difference this is making to our users."

Also making a big impact is "Shift Left", which is enabling users to self-serve in a whole raft of previously untapped areas. Djamila explains: "Although we still need that human element for our users, we are already looking at expanding the Shift Left and Self-Service type of capabilities, too."

Meanwhile, Computacenter's supply of Workplace equipment has also fitted nicely into Transport for London's "Smart Working" programme. This is all about enabling better staff productivity, while reducing costs at the same time. As Djamila explains: "We have vacated a number of head office buildings and concentrated most of our Head Office staff into three hub buildings. Technology has been key in helping us deliver this."

Away from the hub buildings, technology sourced from Computacenter is also helping to transform the workplace. For example, Customer Services Assistants in the London Underground stations are all now equipped with an iPad, while rail-track maintenance engineers now receive their nightly schedules through their iPhone. A similar service is also used to provide schedules to drivers through TfL's "Dial-a-Ride Driver" system.

In facing the future together, Djamila talks of the TfL/Computacenter partnership being a "two-way relationship" and that "the old way of Supplier Management is gone." As the partners prepare to meet current and future challenges, Djamila clarifies: "The idea that we can rely and lean on a technology partner to help us make the right technology choices, to help us shape our technology strategy, and to add value and really support all that decision-making process – this is really important to us."

And in terms of the service as a whole, Djamila says: "The work that Computacenter offers to us is really central to my role, because they offer that face-to-face interaction with our 30,000 users, and we know that we can always rely on the human being (at Computacenter) that's going to really take care of our users."

Finally, Djamila talks about how the TfL/Computacenter partnership is committed to transforming user experience which, in turn, will bring about better services for London. "I've got a lot of confidence in us achieving that because already through our relationship, I can see that we share common values, and the one value that is very fundamental is that we've got our users at the heart of everything that we do. So, I'm really looking forward to transforming that user experience together with Computacenter."

MORE INFORMATION

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