IT ERGO

SERVICES
- Global Service Desk
- Client Computing
- Smart Supply
- Supply Chain Services
- Managed Services
- Support & Maintenance

USER EXPERIENCE
- Faster response to issues
- Simpler engagement with IT support

BUSINESS IMPACT
- Improves IT service levels
- Enables continuous improvement
- Ensures access to skills for workplace projects

BUSINESS OUTCOME
- Frees up internal staff
- Safeguards productivity
- Enhances user experience

SIMPLIFYING SUPPORT FOR 35,000 USERS

ITERGO safeguards the user experience with Computacenter Service Desk and onsite support

OBJECTIVE

As the IT service provider for the ERGO insurance group, ITERGO is responsible for ensuring staff experience a rapid and efficient response to any IT problems. When its existing workplace managed service agreement came to an end in 2011, ITERGO decided to take a more strategic and scalable approach to supporting its 35,000 users.

SOLUTION

Computacenter has been providing ERGO with workplace support services since 2012. Provides incident management from a centralised service desk, plus deskside support and break-fix services with onsite engineers at four main campus sites. Field engineers also serve around 3,000 smaller locations, mainly sales offices, across Germany. As well as being involved in workplace projects such as the upgrade to Windows 7, Computacenter provides supply chain services and buy and store facilities from its Logistics Center in Kerpen.

OUTCOME

By combining standardised best practices with the flexibility to meet ERGO's bespoke needs, Computacenter delivers IT support services that safeguard staff productivity and enable an increasingly digital workplace. By providing detailed reporting on issues such as hardware lifecycle management, Computacenter helps ITERGO continuously improve its IT provision. The service from Computacenter has not only enabled ITERGO to enhance the user experience, but also freed up internal staff to focus on application support and strategic IT management.

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Computacenter is a reliable long-term partner, providing consistent and high-quality services on a daily basis to safeguard the user experience."

**Dr. Michal Karski,
Head of Provider Management
ITERGO**