

THINK AS ONE

**How Computacenter and
Lenovo help deliver a richer
student experience with
the National Desktop
& Notebook Agreement**



Lenovo



Computacenter and Lenovo... Think As One

Our partnership capabilities

Lenovo provides solutions to drive business outcomes with a focus on five value pillars:

1. Innovation-fuelled outcomes
2. Applied expertise
3. Economic efficiency
4. Accelerated success
5. Complete trust

These fit well with Computacenter's portfolio of offerings from the workplace to the cloud. We help universities make the right choices in the complex and fast-changing world of digital technology. We invest to stay relevant and competitive and ensure that we have a complete offering of services, wMEA, we have delivered over 250,000 Lenovo devices to some 350 organisations in a single year. Over 500 Computacenter field engineers support Lenovo products across the hardware lifecycle.

The technology

Lenovo has a comprehensive portfolio of hardware, software and services — all with security built in and designed to enhance higher education.

Lenovo's fit-for-purpose devices support enhanced collaboration platforms – like meeting room and classroom solutions – including Microsoft Teams and Google Meet collaboration.

Robust, consistent Lenovo chassis paired with Windows 11 and Lenovo Security Features allow seamless transfer from phone to device.

With Computacenter as your partner, technology sourcing is simple. We support universities from the evaluation of their technology, through to optimising the user experience. We offer additional support and help you make use of full-circle services, which allows optimal return on your investment over the lifespans of your devices.



Our Buyers Guide provides more information on a full range of devices suited to:

Remote working, virtual collaboration, graphic design, software development and more.



For a copy please contact your Computacenter or Lenovo Account Manager



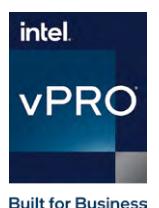
Computacenter and Lenovo for higher education

Expectations about how technology should support universities are growing. To create an institution which enables innovation and empowers learners, universities need to give staff, faculty, and students the right technology – regardless of background or location. Only then can universities offer a great student experience.

Computacenter shares Lenovo's vision of 'Smarter technology for all' – together, we help customers accelerate their digital agenda. Together, thinking as one, we offer the sector a leading partner who brings tried-and-tested processes and a depth of resources to help institutions overcome the challenges of an uncertain market.

Our service lifecycle is focused on five core areas:

1. IT strategy and advisory services
2. Technology sourcing
3. Transformation services
4. Support and maintenance services
5. Managed services



IT strategy & advisory services

Our experts help universities select, deploy and integrate digital technology. They can support with profiling users, software licensing, network management and monitoring secure project activity. As well as providing services for cloud advisory and transformation.

We benchmark regularly to ensure that we are at the forefront of industry best-practice and our solutions are continuously fine-tuned to meet customers' changing needs.

Our services for higher education typically include:

- Sustainability Assessments, which ensures that your technologies map to your sustainability goals
- Workstyles Analysis/Hardware Assessments, in which we help you see if devices are suitable for your requirements
- Get Ready for Windows 11, which includes a range of services and webinars to support your move to Windows 11. Our experts will show you how to optimally support students and teachers with feature-rich devices, complete with the right applications and futureproofing required for their expected refresh cycle.

Computacenter and Lenovo will think as one to ensure that we can support your assessment in technologies, enabling you have access to consultants to support your business from a professional services perspective, underpinning your planned technology investments.



As One Outcomes

- Applications & Data
- Experience • Employee Engagement • Work Mode Analysis

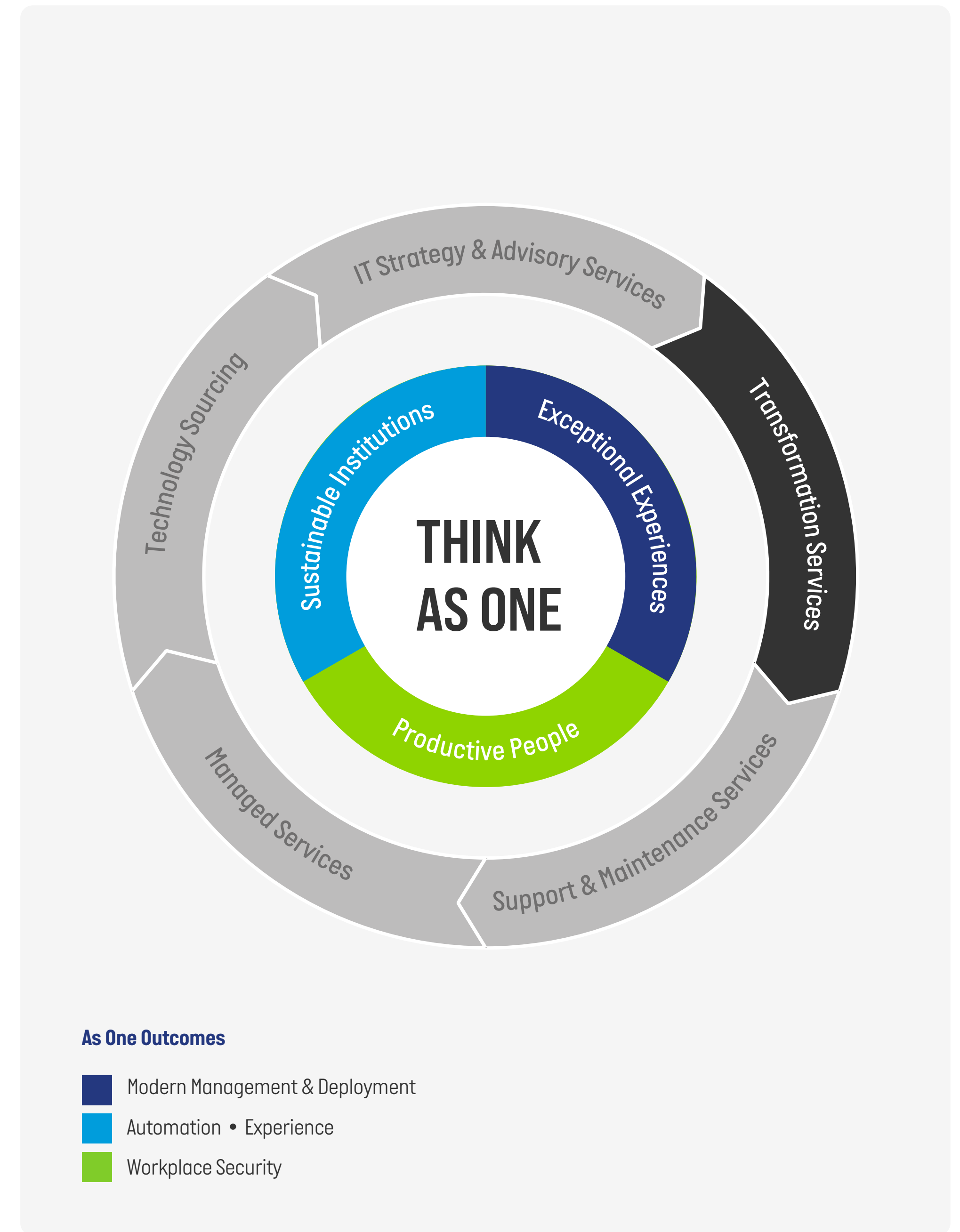
Transformation services

Many universities are still managing their infrastructures using legacy technology. And those who are using the cloud might be missing the necessary steps to get the most out of modern management.

Get support on your modernisation journey with our professional services capabilities:

- Workplace Modernisation, Windows Autopilot and Autopilot White Glove Provisioning support an accelerated, smoother user experience when devices are received
- Microsoft Workplace Security, Workplace Analytics and Application Provisioning orchestrate data-driven processes and supports optimum delivery, security and value

Computacenter and Lenovo will think as one to ensure that we enhance every user's experience, with minimal downtime for students and teachers alike.



Support & maintenance services

Our multi-skilled team complements universities' internal resources. We offer services that extend from maintenance, desktside installations, moves and changes (IMAC) and ad-hoc support, to providing trained operations staff and service desk analysts. Our flexible and reliable on-site engineers operate across the globe and our effective maintenance support helps safeguard the delivery of core IT services and change projects.

We offer:

- Swap Services, allowing for accelerated replacements to mitigate the risk of lost learning
- Starters and Leavers, supporting new teachers or year group provisions
- IMAC/Desktside support, allowing for on-site assistance for universities
- Tech Centres, supporting adoption and change with device clinics
- Software Recovery/Data Eraser, ensuring secure removal of devices from site
- Circular Services, supporting universities to gain maximum value from investments over the long term through redeployment, remarketing or recycling

Our partnership with Lenovo brings together a global lifecycle leader in IT services and one of the world's largest technology providers. Together, we have the scale to support universities in the implementation and management of their Lenovo solutions – wherever they operate. Our experts collaborate to deliver a vast range of capabilities and services, from IT strategy, advisory, transformation and deployment to support, maintenance, and managed services.



Managed services

We maintain, support and manage IT infrastructure and operations for institutions to improve quality and flexibility while reducing costs.

Our services include:

- DaaS (Cap Ex, Op Ex models)
- Break Fix
- Advanced Replacement
- Data Transfer
- Gold Stock Management
- ELF
- DOA
- Help/How To
- IMAC – Starters, Leavers, Joiners, Redeploy

At Computacenter, our solutions and Integration Centre capabilities are perfect for supporting universities throughout their technology journeys — while Lenovo offers the best hardware, software and underpinning logistics at scale. Our partnership ensures that we continue to provide universities with top outcomes.

As one, Computacenter and Lenovo are committed to:

- Sustainable business
- Exceptional experiences
- Productive people



Technology sourcing

Computacenter and Lenovo think as one to determine your technology needs and help create the commercial structures, integration and supply chain services to meet them reliably, across the globe.

Our dedicated services include:

- Stockholding, to empower universities to deliver optimally to students and teachers
- Active Directory Access and Image and Application Loading, to speed up and simplify engagement, allowing for a richer, personalised user experience
- User Personalisation, which includes pre-bundling of devices and core peripherals
- CMDB Asset Registration and Reporting, to provide the data-driven processes required to support universities
- Ecommerce Platform, which allows simplicity of procurement of Lenovo products and associated services from Computacenter
- Integration Center, to improve user experience, and reduce downtime for students and staff



Computacenter: a trusted partner for higher education

We have 40 years of experience with helping private- and public-sector organisations source, transform, optimise and manage their IT to deliver better outcomes. Headquartered in the UK, we employ more than 20,000 people and are committed to operating ethically and inclusively.

We have relationships with over 1,100 IT vendors and 4,000 manufacturers, including specialist providers of higher education apps and platforms. Our technicians hold certifications and accreditations across the entire IT spectrum, including networking, security, data center, cloud and A/V technologies. We are helping to upskill the UK with our Future Talent programme, which includes IT apprenticeships, STEM outreach in schools, and a prestigious graduate scheme.

Through the National Desktop & Notebook Agreement, we aim to help our partners:

- Deliver the tools they need when/where they need them
- Save money through more efficient asset management
- Improve user experiences for staff, students and faculty
- Drive sustainability through improvements to processes and technology choices
- Realise the cost saving and efficiency benefits of commoditisation at scale

Contract Details

Contracted for supply of:

Lot 1: Desktop

Lot 2: Notebooks (mobile devices)

Lot 3: One-stop shop

Agreement type:

National commencing for 3 years (+1) on 1 November 2022

Co-ordinated by LUPC on behalf of all nominated consortia-affiliated members including HEIs and Colleges of Further Education





GET IN TOUCH

For access to the buyer's guide, or for more information about Computacenter's partnership with Lenovo and how our joint capabilities can help institutions deliver engaging experiences, please contact:

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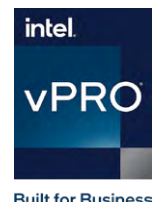
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About Computacenter

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We help our customers to source, transform, and manage their IT infrastructure to deliver digital transformation, enabling users and their business. Computacenter is a public company quoted on the London FTSE 250 (CCC.L) and employs over 20,000 people worldwide.

www.computacenter.com