

# BUILDING FOR THE FUTURE

Nationwide enables staff to deliver better customer service with workplace IT upgrade



## SERVICES

- Client Computing
- Office Online
- Supply Chain Services
- Lifecycle Management

## USER EXPERIENCE

- Greater efficiency
- Higher satisfaction

## BUSINESS IMPACT

- Enable ongoing workplace transformation
- Lower upgrade costs

## BUSINESS OUTCOME

- Enhance customer services
- Support future growth

## OBJECTIVE

Nationwide Building Society is committed to using technology to provide its employees with a great place to work and differentiate itself in the financial services market. When Nationwide decided to refresh 25,000 devices across its administration centres, call centres and retail branches, the financial services provider recognised upgrading the operating system would help improve employee satisfaction and support future business growth. To avoid impacting its customers and business, the migration would need to take place with no downtime.

## SOLUTION

Nationwide turned to Computacenter to assist with the Windows 7 migration and manage the disposal of legacy devices. Using its Tempo project management methodology and extensive experience of Windows 7 migrations, Computacenter ensured the implementation was delivered on time and to budget, accommodating estate growth as the programme moved through its lifecycle. As part of the transformation, Computacenter helped deploy 25,000 new desktop and laptop devices and helped virtualise more than 650 physical servers at Nationwide's branches.

## OUTCOME

The new workplace technologies will support future growth and enable employees to work more efficiently. As a result, they will be able to enhance the service they provide to customers. The new IT environment will also support Nationwide's plans to enable its users with other technologies, such as Microsoft Office 365 and desktop virtualisation. By partnering with Computacenter, the building society has achieved cost savings on its workplace IT upgrade.



Computacenter took the time to understand the project requirements and navigated the challenges with us. User feedback has been excellent, especially from our retail colleagues who have seen significant improvements in productivity and efficiency."

**Gary Adams, Programme Director,  
Nationwide Building Society**

