

# DreamTeam Portal 2.0 case study

## Hitting the bull's eye



Computacenter is Europe's leading Independent provider of IT infrastructure services, delivering support and assistance at every stage to ensure that customers maximise the value of IT to their businesses.

The Microsoft Solutions Unit was established to assist organisations throughout the world to evaluate, plan for, deploy and operate Microsoft's suite of server and desktop systems.

"Although we are UK-based, we are becoming more involved in global implementations, especially with emerging Microsoft technologies such as Active Directory, Exchange, Windows XP and Vista," explained Simon Oecken, the Microsoft Solutions Unit Director.

### Rapid growth

The Microsoft Solutions Unit has grown rapidly since its formation. Like all service organisations, the unit encounters peaks and troughs throughout the year and has to ensure that it has suitably qualified, trained and experienced staff available.

"It is simply not practical to employ the wide range of staff that we need on a permanent basis – especially in areas that we only call on occasionally," added Simon. "We are a commercially driven organisation and although there is the option of the contract market, you get limited quality control if



you are dealing with individuals rather than teaming with a partner."

### Agile resourcing service

A chance meeting with ICS Solutions at a Microsoft event in Europe some twelve months ago appeared to provide Simon Oecken with the resource pool that he was looking for. "I already knew about ICS Solutions as they were a Microsoft partner," continued Simon, "and their newly-formed DreamTeam seemed a perfect match for the more flexible resourcing model that I wanted to implement."

Established as an agile resourcing service to enable IT service organisations to rapidly grow service revenues without major investment or risk.

**"We are a commercially driven organisation and DreamTeam gives us pure flexibility on resourcing."**

Simon Oecken  
Director, Microsoft Solutions Unit, Computacenter

"The entire DreamTeam team is fully Microsoft trained and certified," said Simon Oecken. "The fit was perfect as Computacenter is not traditionally a developer. One of the initial attractions was the wealth of development skills that DreamTeam brought to the table, something that was particularly invaluable in implementations around SharePoint and BizTalk."

## The project was a success

One of the first projects undertaken by DreamTeam and Computacenter was an SQL implementation for a new corporate client. "DreamTeam augmented our resources at a time when we were particularly busy," continued Simon Oecken. "From the outset, DreamTeam fitted in with our internal processes and working methodologies. The project was a success, the client was happy and we were happy."

This initial and successful partnership formed the basis of a long term strategic relationship. According to DreamTeam's Director, Mark Sewell, one of the key strengths of DreamTeam is that it allows partners to rely upon trusted external delivery capabilities in new or existing technology areas so that they can respond to client needs efficiently and effectively.

### A pool of experts

"We have resources at the right levels," added Mark. "We are experts in Microsoft solutions and provide Partners with access to a pool of trusted and competent specialists who specialise in, and are passionate about Microsoft technology."

Over the past 12 months, Computacenter and DreamTeam have worked together on an increasing number of projects. Initially, Computacenter used DreamTeam as an additional resource both when

workloads became heavy and in response to urgent requests from clients. Since the partnership has been so successful, Computacenter are now using DreamTeam as a strategic resource, particularly in more specialised and technically challenging areas.

"DreamTeam has given us pure flexibility on resourcing," concluded Simon Oecken. "We can turn on resources on demand without owning them, safe in the knowledge that we have access to one of the best Microsoft specialist teams in the world. ICS Solutions' DreamTeam resources are trusted, known and they are reliable contractors. They are extremely professional, highly proficient and very trustworthy. They have hit the bull's eye."

## BENEFITS

- Access to a fully certified and trained team of Microsoft specialists.
- Reduced losses during demand troughs.
- Increased profit from demand peaks without increases in cost or risk.
- Ability to meet new demands.
- Flexible resourcing model.
- Trusted external delivery capabilities in new or existing technology areas.
- Reduced reliance upon traditional contract markets.
- Access to specialist, less frequently used disciplines.
- Close relationship with harmonised working practices.