

GCloud15

OBSERVABILITY ACCELERATOR PROGRAM



COMPUTACENTER SOCIAL VALUE AND LEGAL STATEMENTS

Social Value Statement

Computacenter has a strong, long-standing commitment to delivering social value to the communities in which we operate. This is underpinned by our Sustainability Strategy, which focuses on the following 3 pillars:

- **People:** Supporting people and communities around the world
- **Planet:** Ensuring sustainable operations
- **Solutions:** Delivering sustainability through technology

While this strategy is in place across our global organisation, it aligns well to the 5 themes of the UK Government's Social Value Model and underpins our tailored approach to delivering social value through our government contracts in the UK. As a UK headquartered company and strategic supplier to UK government, Computacenter is proud of our strong track record in delivering social value within the UK specifically, but our global framework and reach provides us with opportunities to deliver social value on a much greater scale.

Our success in delivering social value through our global sustainability strategy is evidenced through the key recent achievements outlined below:

- TIME magazine has named Computacenter as one of the **World's Best Companies** where we have been recognised globally in three areas: employee satisfaction, revenue growth and sustainability (ESG). This highlights our commitment to our people, our planet and to delivering sustainable growth.
- The support we have provided to the Beyond Food Foundation through our joint '**Fresh Lives**' programme has included technology donations and funding to set up the programme as well as Computacenter employees volunteering their time to run CV and employability workshops. This is already having a demonstrable effect in reducing recidivism, with **60% of prison leavers** who take part in the programme gaining employment, with **86%** of those people still employed a year later.
- Our long-term carbon emissions reduction and net zero targets have been approved by the Science-Based Targets Initiative (SBTi) which, coupled with our A- rating from CDP for our latest Climate Change Survey disclosure demonstrates our strong commitment to fighting climate change and reaching **net zero emissions by 2050**.
- Our commitment to fighting climate change was further highlighted through our recognition as a Climate Leader in the Financial Times' Europe's Climate Leaders 2024 report, where we ranked **16th overall, 3rd of all UK-based organisations** and **1st in the UK technology sector**.
- Ecovadis have recognised our overall ESG performance by awarding us a silver rating at a global level, placing us within the **top 8%** of all organisations assessed
- We have been recognised as a 'Top Employer' by the Top Employers Institute for the last 2 years as being one of the UK's best places to work, as well as further recognition through our Great Place To Work certification.
- Our people-led **Ethnic Diversity Employee Impact Group** has been nominated in the category of 'Network Group' in the 2024 Ethnicity Awards from Investing in Ethnicity, demonstrating our strong commitment to championing ethnic diversity within our organisation and the wider industry.
- Computacenter were highly commended in the CRN Sustainability in Tech Awards 2024 in the **Circular Economy Company of the Year** category.
- In 2025, Rate my Apprenticeship and the Department for Education recognised Computacenter as a **Top 100 employer** for apprenticeships.

Legal Statement

- 'Solutions may be subject to third party marketplace or end user terms and conditions as appropriate'



SERVICE DESCRIPTION – OBSERVABILITY ACCELERATOR PROGRAM

OVERVIEW

Service Description

A hands-on enablement service to rapidly operationalise observability on priority services while establishing reusable standards. The program focuses on proving value quickly while embedding patterns that scale across environments and tools such as Datadog, Splunk, New Relic, Grafana, or Coralogix.

Key Features for our Customers

- *Platform landing zone setup*
- *Standardised agent and collector patterns*
- *Tagging and ownership standards*
- *Golden signals implementation*
- *SLO and alert policy baselines*
- *Service topology modelling*
- *ITSM and ChatOps integration*
- *Team enablement sessions*
- *Adoption and coverage metrics*
- *Operational handover framework*

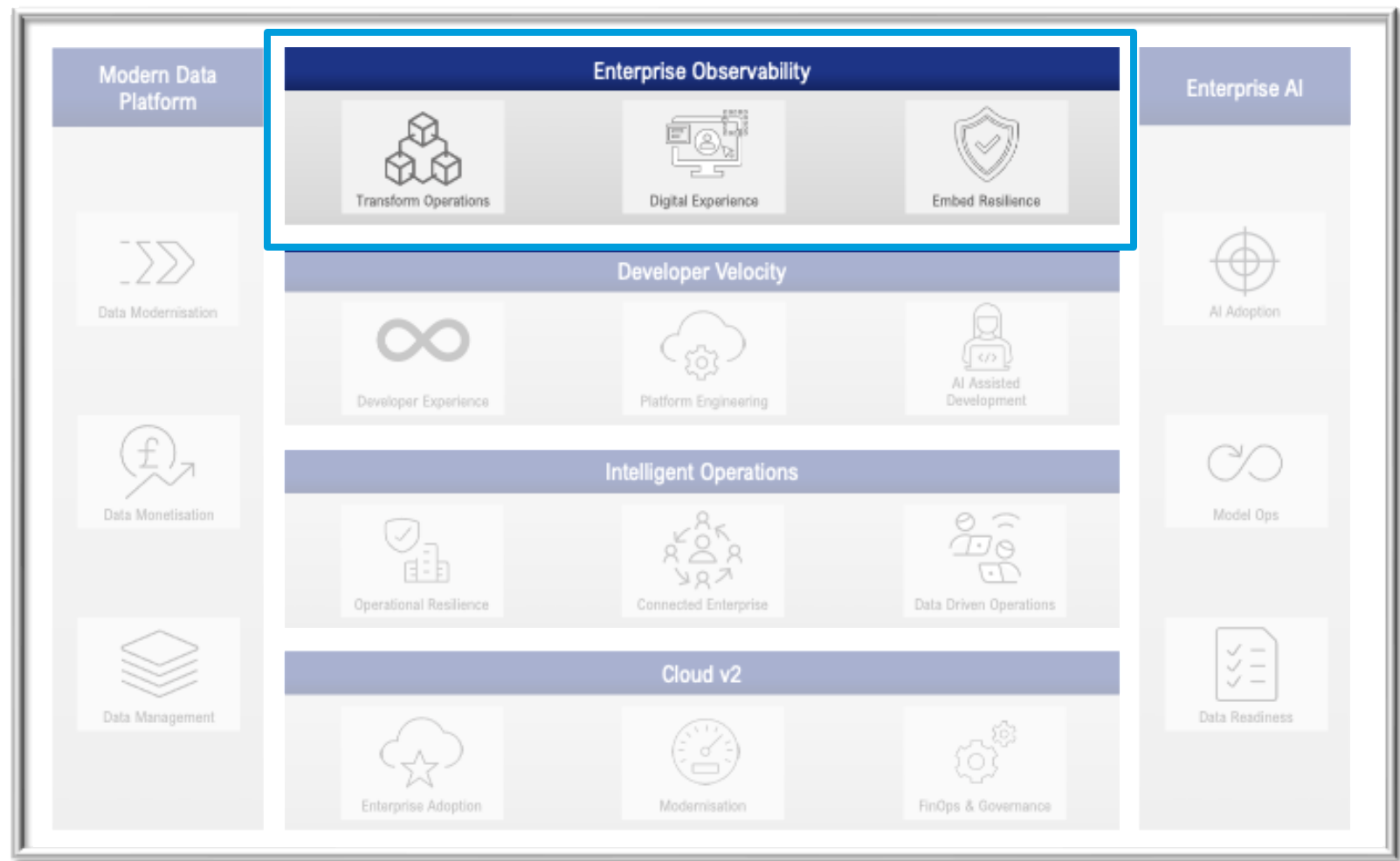
Key Benefit for our Customers

- *Value realised within weeks*
- *Reduced MTTR on pilot services*
- *Consistent standards across environments*
- *Lower alert noise*
- *Faster onboarding of new services*
- *Improved release confidence*
- *Scalable operating model established*
- *Clear ownership and accountability*
- *Reduced dependency on external support*
- *Strong baseline for enterprise expansion*



SERVICE DESCRIPTION – SUPPORTING INFORMATION

Cloud & Applications services portfolio



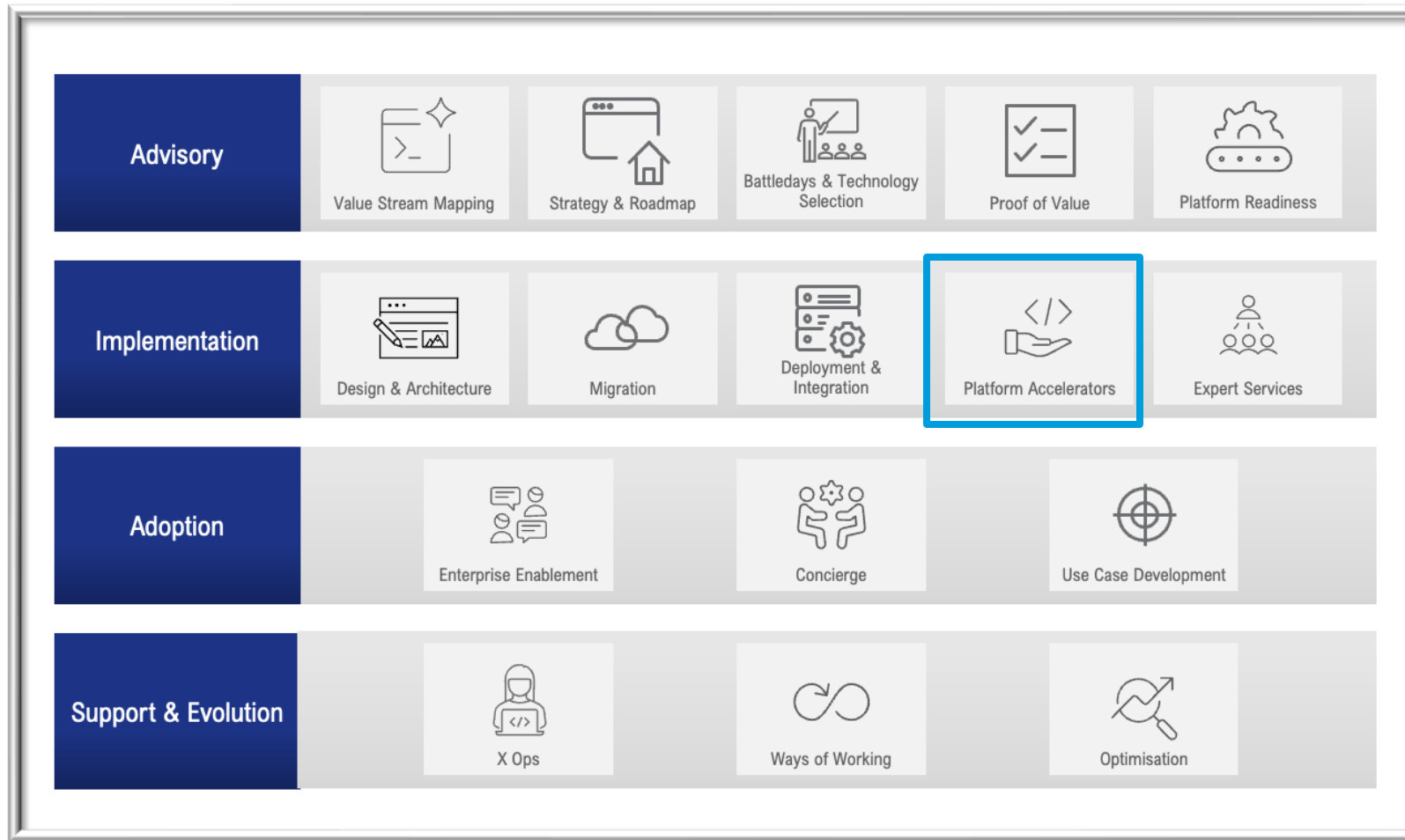
Our Observability Accelerator Program service forms part of Computacenter’s Enterprise Observability solutions.

These solutions help customers to stand up Observability Platform rapidly on priority services while embedding standards, operational practices, and reusable patterns.



SERVICE DESCRIPTION – SUPPORTING INFORMATION

Cloud & Applications services portfolio



Integral to our Implementation services, it forms part of our wider service portfolio aimed at support our customers at every stage of their technology adoption.

When leveraged with our Design & Architecture, Deployment & Integration and Proof of Value services, customers are able to take quick and deliver-focused start in their Enterprise Observability journey with confidence and clarity.



SERVICE DESCRIPTION – OBSERVABILITY ACCELERATOR PROGRAM

PRICING OVERVIEW

For current pricing which accurately reflects your requirements, please contact your Account Manager, call us on 01707 631000 or send an email to government@computacenter.com.

Please ensure you reference the GCloud 15 Service ID number in all communication.



SERVICE DESCRIPTION – OBSERVABILITY ACCELERATOR PROGRAM

ORDERING & INVOICING PROCESS

Ordering Process

Please contact your Account Manager, call us on 01707 631000 or send an email to government@computacenter.com

Please ensure you reference the GCloud 15 Service ID number in all communication

Invoicing Process

Customers are invoiced monthly with 30 days net payment terms.



GET IN TOUCH

To find out how your organisation can take advantage of Computacenter's Cloud Propositions, please contact your Account Manager or send an email to government@computacenter.com

<https://www.computacenter.com/uk>

Helping our customers change the world

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet. We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business.