

GCloud15

Computacenter - Value Stream Assessment



SERVICE DESCRIPTION – VALUE STREAM ASSESSMENT

OVERVIEW

Service Description

A rapid, data-driven assessment of your end-to-end software delivery flow to expose bottlenecks, improve flow and increase business value. We establish a measurable baseline, align DevSecOps stakeholders, and deliver a prioritised improvement roadmap that accelerates time-to-market, quality and return on engineering investment.

Key Features for our Customers

- ❖ Facilitated workshops mapping end to end idea to production workflows
- ❖ Incident response value stream mapping across detection triage and resolution
- ❖ DevOps toolchain and maintenance workflow assessment with automation opportunities
- ❖ Data driven analysis phase converting workshop insights into quantified findings
- ❖ Current state and future state value stream maps for each team
- ❖ Baseline metrics definition covering lead time throughput quality and stability
- ❖ Bottleneck and handoff identification using Lean and DevOps best practices
- ❖ Executive ready transformation roadmap aligned to strategic business outcomes
- ❖ Stakeholder alignment sessions ensuring buy in across technology and operations
- ❖ Pre playback and executive playback validating insights before final recommendations

Key Benefit for our Customers

- ❖ Reduces lead times by removing delays across software delivery workflows
- ❖ Improves incident recovery by streamlining detection triage and resolution processes
- ❖ Reduces deployment risk through clearer handoffs and automated quality controls
- ❖ Increases delivery predictability by establishing measurable flow and stability metrics
- ❖ Improves team collaboration by aligning development operations and security objectives
- ❖ Reduces manual effort by identifying automation opportunities across DevOps toolchains
- ❖ Accelerates business value by prioritising work that delivers customer outcomes
- ❖ Improves working practices through continuous improvement driven by objective metrics
- ❖ Reduces operational costs by eliminating wasteful steps and rework cycles
- ❖ Enables data driven decisions through transparent visibility of end to end processes



SERVICE DESCRIPTION – SUPPORTING INFORMATION

Cloud & Applications services portfolio



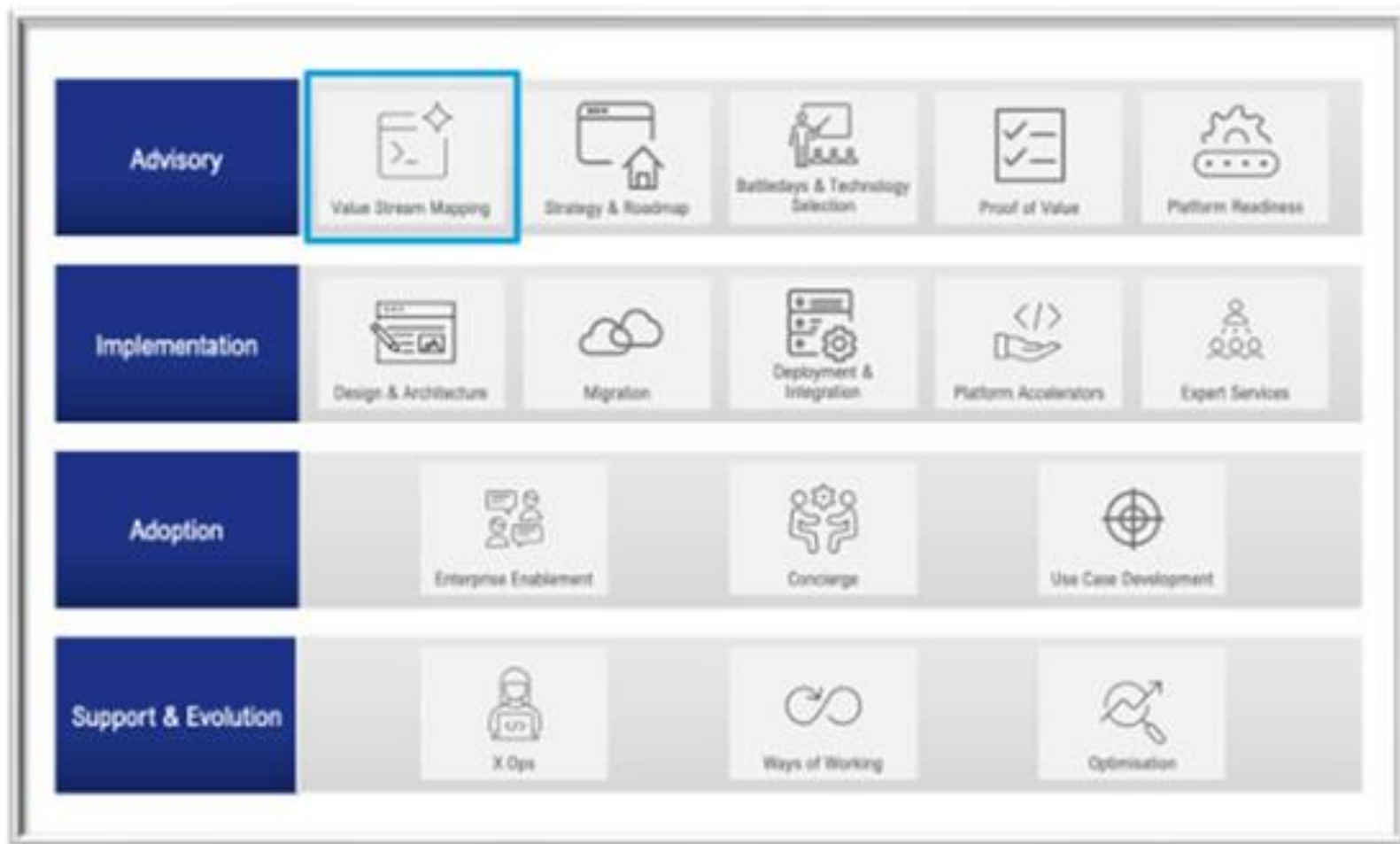
Our Value Stream Assessment service forms part of Computacenter's Developer Velocity solutions.

These solutions help customers to scale software delivery by improving developer experience, adopting platform engineering and leverage AI assisted development.



SERVICE DESCRIPTION – SUPPORTING INFORMATION

Cloud & Applications services portfolio



Integral to our Advisory 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 Values Stream Mapping, Technology Selection, Platform Readiness and Proof of Value services, customers are able to take critical first steps in Develop Platform adoption with confidence and clarity.



VALUE STREAM ASSESSMENT

CUSTOMER PROBLEM

In an increasingly software driven world, development value streams are not always clear and optimised to deliver maximum value and to operate efficiently.



DIFFERING METHODS AND EFFECTIVE FLOW OF SOFTWARE DELIVERY

Enterprise software delivery teams have multiple point solutions that increase complexity due to orchestration, integration and management issues

Platform teams find it challenging to set up scalable and secure access to DevOps environments as organisations transition to remote work styles while trying to reduce I&O costs

ISOLATED EFFICIENCIES AND BEST PRACTICE ACROSS SOFTWARE & OPERATIONS TEAMS

Product teams struggle to reduce the time to market and deliver value faster to customers due to constraints and lack of visibility into the flow of work.



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VALUE STREAM ASSESSMENT

COMPUTACENTER SOLUTION



DEVOPS VALUE STREAM ASSESSMENT

Is a consultative discovery service aimed at enterprises that wish to facilitate significant IT change by implementing or improving DevOps-aligned process, technology and culture.

STRUCTURED SERIES OF WORKSHOPS THAT WILL HELP:

- Measure current practices and performance and set the right goals for your DevOps transformation
- Highlight gaps towards a desired state of skills, technologies and working methodologies
- Predict business benefits of improving your SDLC & DevOps

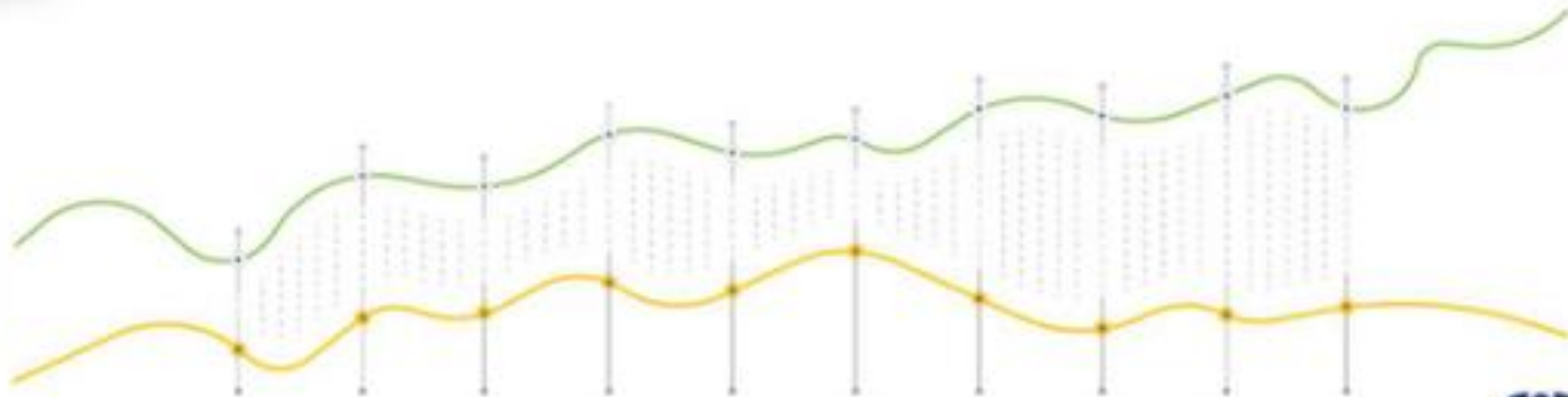


ENTERPRISE OPTION
(Larger/Multi-Team Assessment)



STANDARD OPTION
(Smaller/Single Team Assessment)

*Examine execution across
software delivery value
stream*



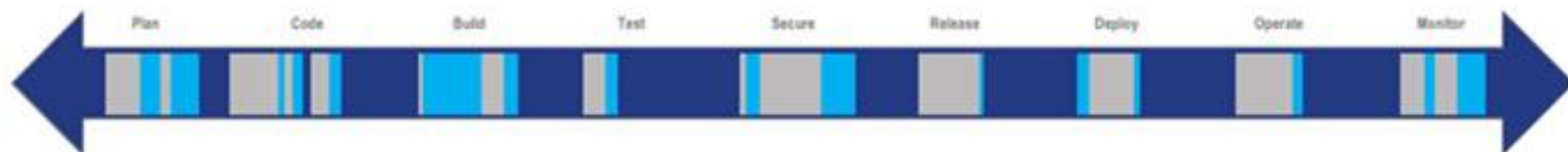
VALUE STREAM ASSESSMENT

CURRENT STATE AND DESIRED FUTURE STATE FOR A VALUE STREAM

Current State

- Establish a baseline from which to measure the progress of software delivery performance
- Identify manual configuration touchpoints, handoffs and other value stream bottlenecks

- Value Added Time
- Non-Value Added Time
- Risk



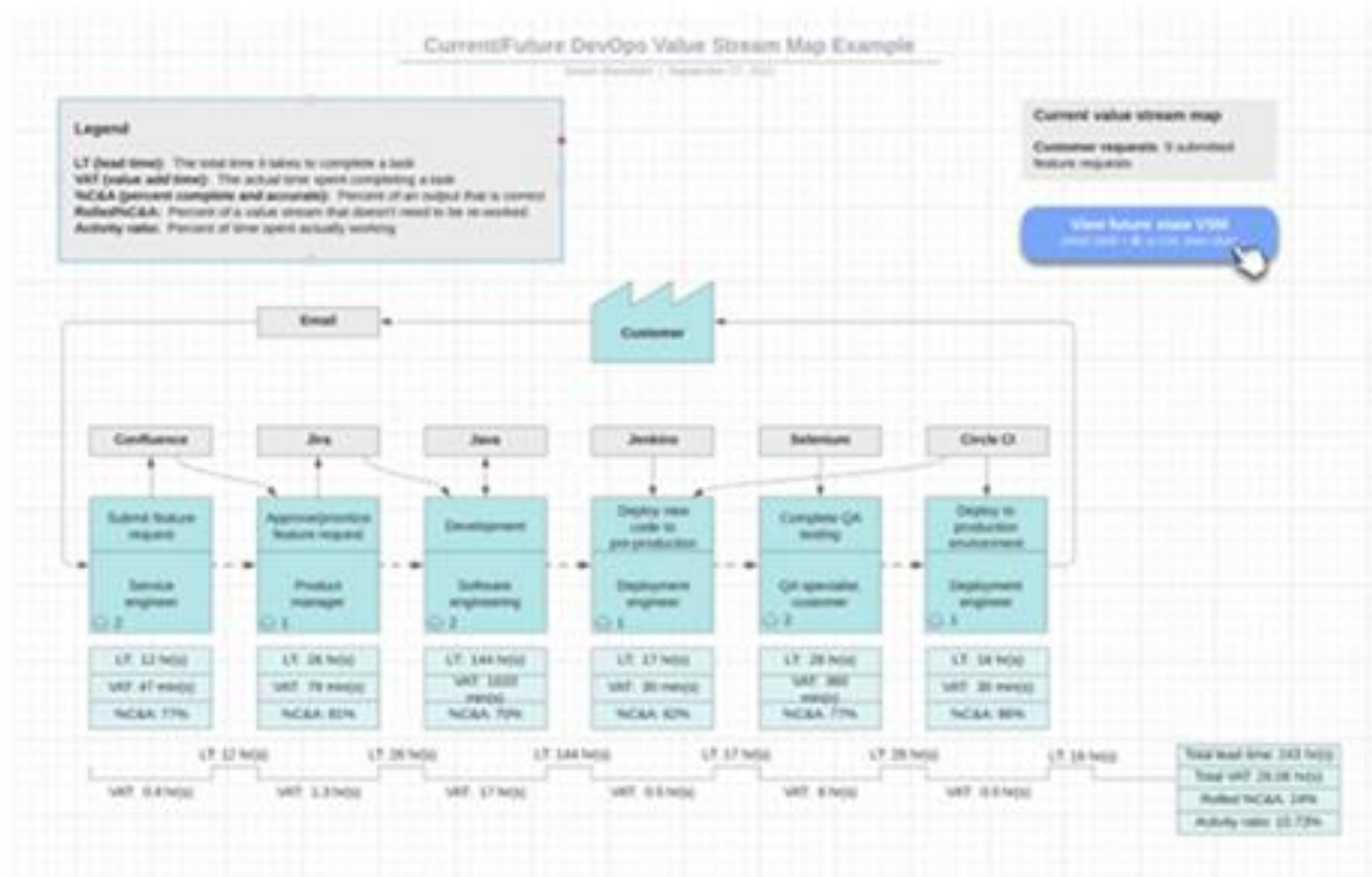
Desired Future State

- Identify and align on the desired future state
- Clearly understand and define the positive business and technological outcomes
- Understand how success will be measured - metrics?
- What is the expected ROI (Return on Investment) - Time saved, tools replaced, risk etc.



EXAMPLE OUTCOME

VISUALISING THE VALUE STREAM ENABLES MEASURABLE IMPROVEMENTS



MEASURABLE IMPROVEMENTS IN A VALUE STREAM

- Total lead time went from 27.4 days to 15.0 days. (45% improvement)
- Total process time went from 4.8hrs to 3.4hrs (29% improvement)
- Activity ratio went from 2.2% to 2.8% (27.3% improvement)
- Rolled % complete & accurate went from 5.9% to 34.7% (488.1% improvement)



SERVICE DESCRIPTION – VALUE STREAM ASSESSMENT

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 – VALUE STREAM ASSESSMENT

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.



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'



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.