



## USE CASE

 Microsoft  
Surface  
Authorized Reseller

  
Computacenter

# SEAMLESS SHIFT TO REMOTE WORKING

**Committed to providing a modern digital workplace for all its employees, this leading retail bank was already in the midst of a major transformation project designed to improve operational resilience and the end-user experience.**

When the coronavirus crisis struck however, the bank was suddenly faced with a new mission-critical challenge. Making it easy for people to work from home and serve customers without missing a beat. It now depended on the ultra-fast deployment of 30,000 Windows 10 Microsoft Surface devices to all its home-based end-users. So they could get – and stay – productive.

To accelerate the transition at scale to a remote working model, Computacenter created a tailored home delivery service designed to simplify things. With both remote enrolment and virtual support, employees were able to get up and running at speed. At its peak the Computacenter service delivered over 16,000 pre-configured devices in under five weeks.

Drawing on its deep relationship with Microsoft, Computacenter also enabled a leasing scheme that made it easy for the bank to overcome the significant business challenges imposed by Covid-19. All of which ensured the bank was able to respond to the accelerated shift to home working – delivering the experience-enhancing Surface devices to ensure colleagues could perform their roles with confidence.



[computacenter.com](https://www.computacenter.com)