



## Enterprise AI Solution Area

Enabling connected business outcomes



# Our Purpose is helping our customers change the world by unlocking the full potential of AI

Our customers are some of the world's greatest organisations driving the future of AI and machine learning. We work tirelessly to deeply understand their unique AI challenges and aspirations, and put AI-powered capabilities at the heart of everything we deliver.

We build long-term trust by helping our customers successfully navigate the complexities of AI adoption and deployment, so they can confidently rely on us as their strategic AI partner

## We've Earned the Trust of World-Class Organizations Pioneering the Future of AI



**DLR**

Developing technologies for a sustainable future



**Department for Work & Pensions**

Improving people's quality of life, now and in the future



**NFU Mutual**

Doing business the right way



**ucb**

Inspired by patients, driven by science



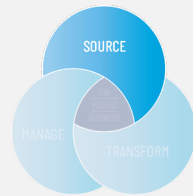
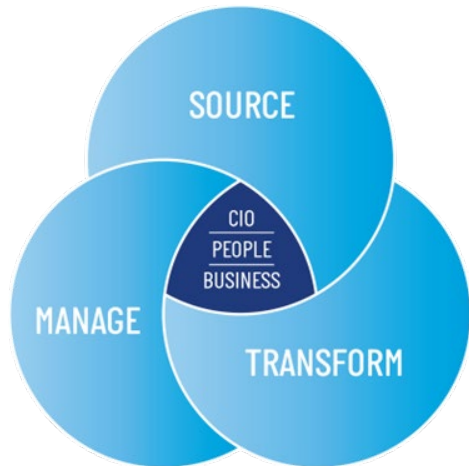
# Who we are & what we do

## Who we are:

We are 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.

## What we do:

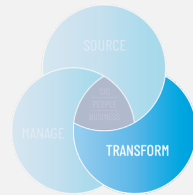
We help our customers to source, transform and manage their technology infrastructure to deliver digital transformation, enabling people and their business.



### Technology Sourcing

Procurement and logistical services

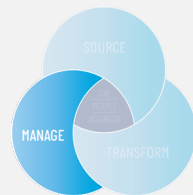
Configuration, lifecycle and circular services



### Professional Services

IT strategy, advisory and application services

Integration, deployment and expert services



### Managed Services

Maintenance, field and managed lifecycle services

Remote user support and digital operations



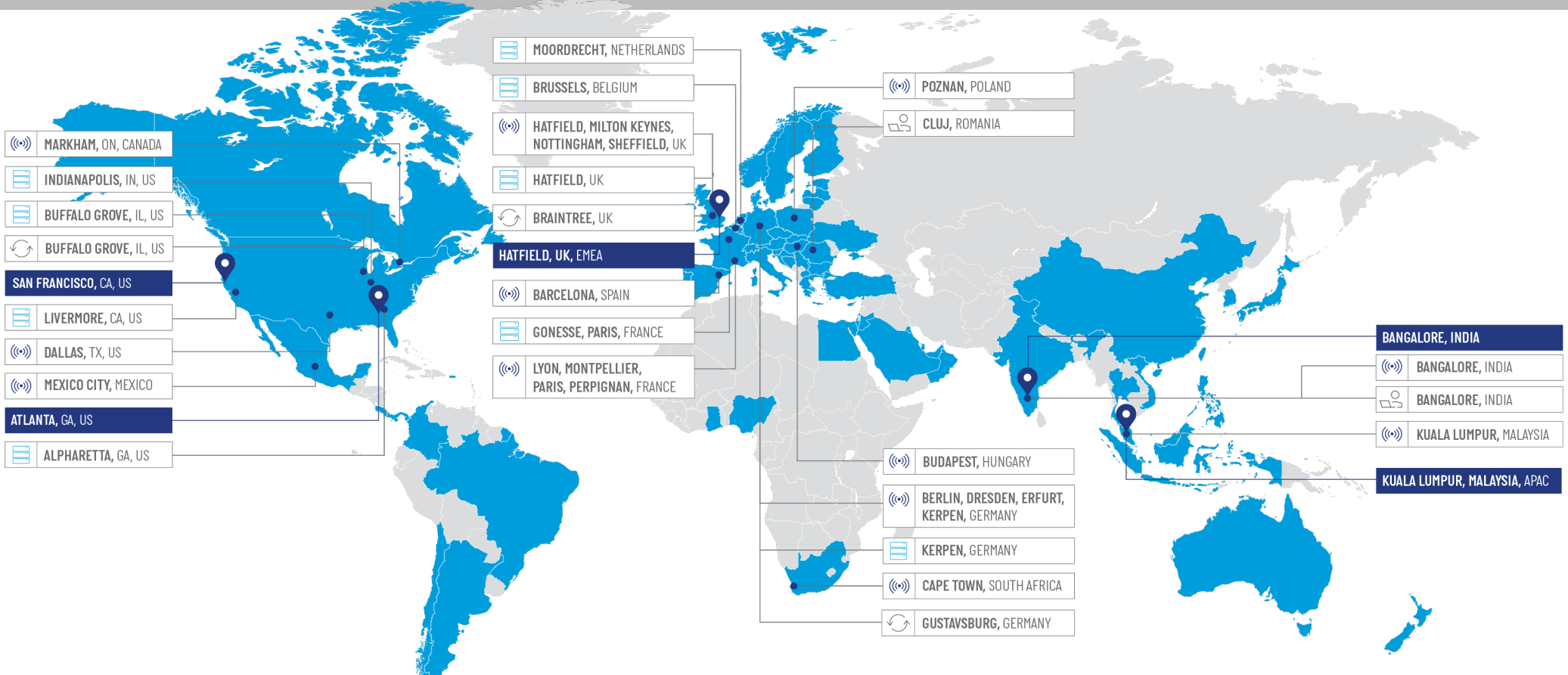
# The best international capability of any VAR in the world

**70+** We source, transform & manage technology for our customers in over 70 countries worldwide

**We sell to customers in eight countries**  
 Belgium | Canada | France | Germany | Netherlands  
 Switzerland | United Kingdom | United States

**We have nearshore and offshore operations in another eight countries**  
 Hungary | India | Malaysia | Mexico | Poland  
 Romania | South Africa | Spain

**We have support operations in another seven countries/territories**  
 Australia | Brazil | China | Hong Kong (SAR)  
 Ireland | Japan | Singapore



■ COMPUTACENTER'S COVERAGE
■ REGIONAL HEADQUARTERS
☰ INTEGRATION CENTERS
📶 SERVICE CENTERS
👤 PROFESSIONAL SERVICES DELIVERY CENTERS
🔄 CIRCULAR SERVICES CENTERS



# North America Overview

Sales operations in the United States & Canada

**\$4.5b**

TOTAL REVENUE

**\$185m**

TOTAL SERVICES REVENUE

**1,900**

PEOPLE

**12,000**

CUSTOMER LOCATIONS



**PROSYS**

PROUD OF OUR WBE PARTNERSHIP



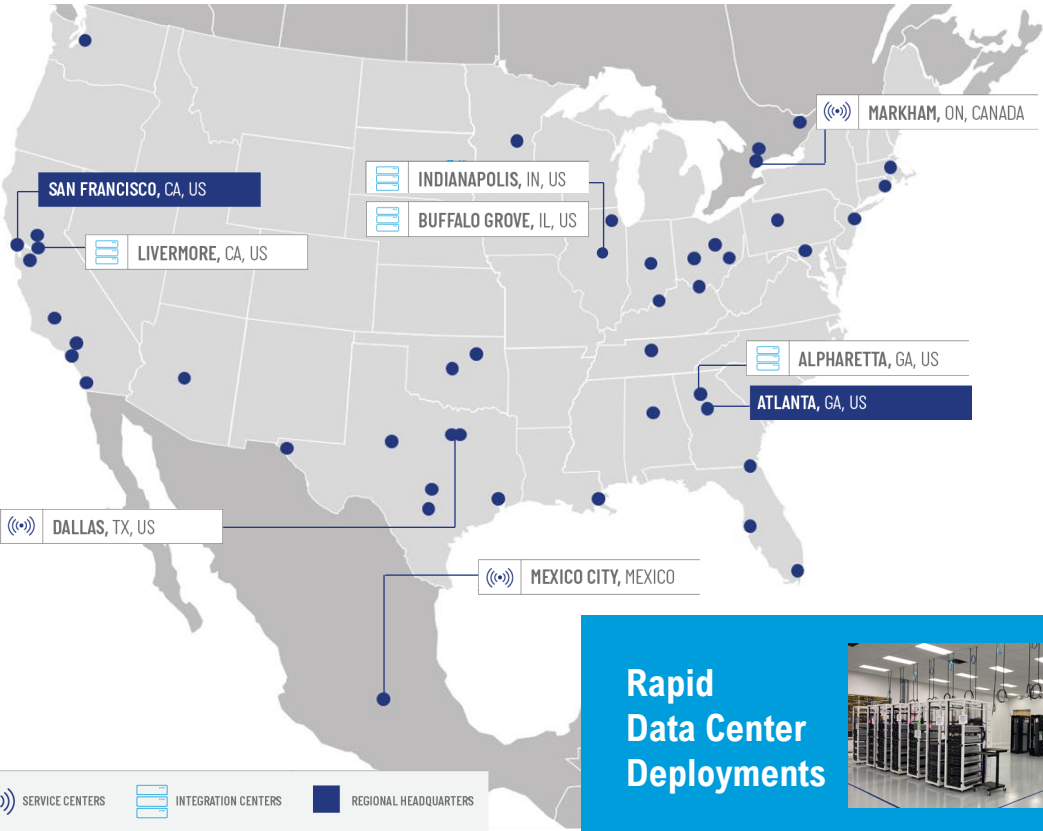
- 100 people
- One of leading Midwest VARs
- Buffalo Grove Integration Center

## Integration Centers

Livermore, CA #1



Livermore, CA #2



## Integration Centers

Indianapolis, IN



Alpharetta, GA



Rapid Data Center Deployments



Endpoint Deployments



# Winning Together for our People and our Planet

## Computacenter's Sustainability [ESG] Strategy

Creating positive impact for our people, customers and communities

**83%**  
Sustainable Engagement  
Group Employee Survey 2023

**88%**  
Inclusion  
Group Employee Survey 2023

**PEOPLE**

24.3% of our most senior leaders are women

Over 40 charities supported through fundraising & volunteering

Delivering sustainability solutions for our customers

**>775k**  
devices recovered  
[from >2m items total]

**>117m**  
tonnes of carbon avoided

**748**  
tonnes of raw materials recycled

**SOLUTIONS**

Ensuring sustainable operations and delivering on Net Zero 2040 plan

**75%+**  
green energy

Carbon Neutral from 2022

SBTi approved Net Zero target

**PLANET**



# Market conditions

## THE KEY TRENDS AND WHAT THEY MEAN TO OUR CUSTOMERS



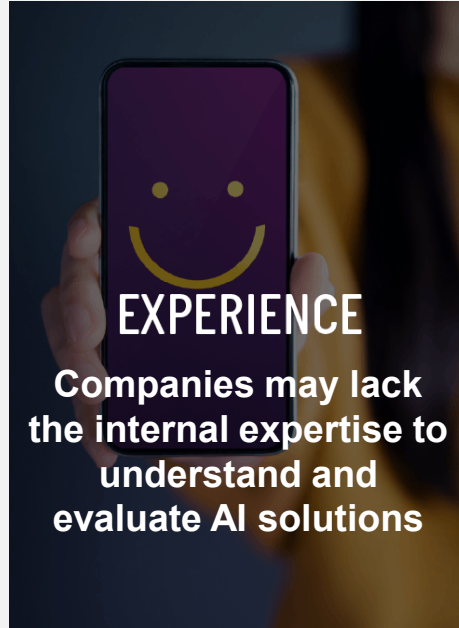
**SPEED**  
AI technology is constantly evolving challenging companies to keep pace




**RESILIENCE**  
Security vulnerabilities in AI system. Models can raise concerns about security breaches



**DISRUPTION**  
Businesses struggle to identify clear and impactful AI use cases



**EXPERIENCE**  
Companies may lack the internal expertise to understand and evaluate AI solutions



**SUSTAINABILITY**  
Social purpose influencing strategic AI decision making

Business Transformation

Ensuring Business Continuity

Business Transformation

Customer Advocacy

Managing Corporate Reputation & Responsibilities

Faster Time to Market & Differentiation

Managing AI Cyber Threat & Data Governance

Exploration of New Use Cases & Transformative Data

Increasing Revenue Return & Operational Efficiencies

Customer and Talent Attraction



# Our portfolio covers the entire AI IT infrastructure

**Digital Innovation**



Empowering business transformation in an AI-driven world

**Data Center, Cloud, & Applications**



Sustainable solutions for a connected future

**Networking**



Networks that enable connected business outcomes

**Security**



Strengthening end-to-end cyber resilience

**Workplace**



Designed for people, engineered for business

Help customers develop and implement AI strategies to realize and transform business goals

**Artificial Intelligence**

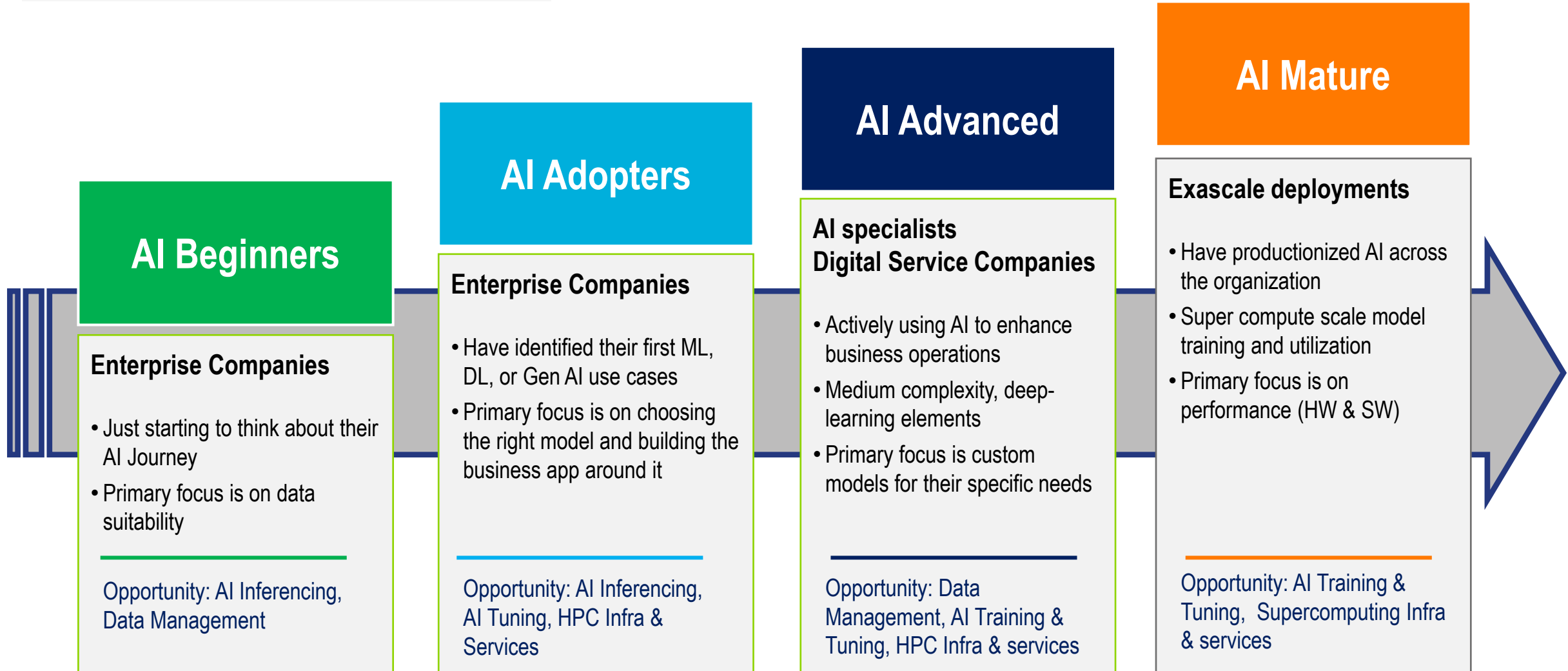
De-mystifying the fast-evolving AI landscape and select the best use-cases for their business





# ENTERPRISE AI MATURITY

MEETING CUSTOMERS WHERE THEY ARE



# AI Transformation Services

## AI strategy, advisory, and adoption services



### AI Strategy & Advisory

Help customers develop and implement AI strategies to realize and transform business goals

Help our customers demystify the fast-evolving AI landscape and select the best use-cases for their business.



### Data Strategy Services

Our data strategy practice helps enterprises unlock the value of their data assets by assessing current state, designing target-state data architectures, and implementing robust data governance frameworks.

Data Architect's, Data Engineers and Data Scientists

Creating credibility, trust and intimacy

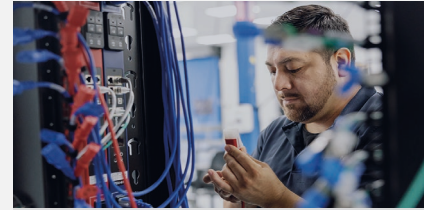
## Design, deployment and AI operation services



### AI Design Services

We help our customers design secure and scalable cloud, DC and edge AI architectures.

Strong vendor relationships



### AI Lifecycle Services

Delivering AI proof of concepts, and production solutions for cloud, datacenter and edge

Strong portfolio of by know-how and tools (RDD, HCAP, NVAIE, Automation)



### AI Operations Expert Resources

Providing expert resources to customers where and when they need them

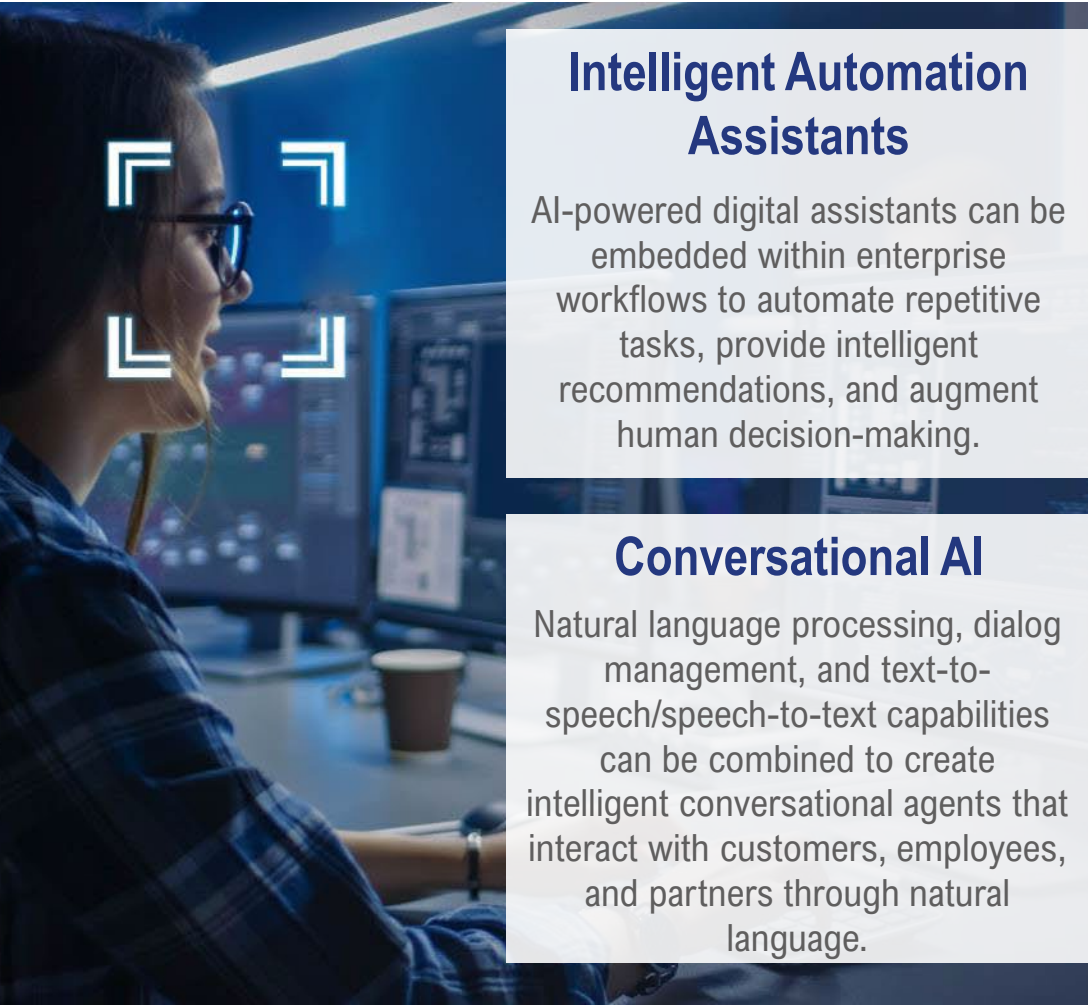
Experienced and certified AI professionals spanning all aspects of AI Eco System

Implementing transformation with efficiency and consistency

 **Technique**



# Enterprise AI Solutions



## Intelligent Automation Assistants

AI-powered digital assistants can be embedded within enterprise workflows to automate repetitive tasks, provide intelligent recommendations, and augment human decision-making.

## Conversational AI

Natural language processing, dialog management, and text-to-speech/speech-to-text capabilities can be combined to create intelligent conversational agents that interact with customers, employees, and partners through natural language.

## Computer Vision

Allows computers to derive information and attributes from images, sound, videos and other inputs which is then fed into other applications to be processed.

## Anomaly & Fraud Detection

Unsupervised machine learning techniques can be used to identify unusual patterns, anomalies, and potential fraudulent activities within massive, complex datasets.

## Generative AI

This is the most talked about and exciting development in AI. It is used to create new, original content such as text, images, audio and videos from a large data set.

## Workforce Optimization

AI-powered workforce management solutions can analyze employee data, patterns, and performance to optimize staffing levels, scheduling, workload distribution, and skill development.



# Data Strategy Services

## Process and Architecture Workshops



The Technical Briefing is a detailed review of the key components supporting the data management function AI/BI solutions. The briefing is centered around concepts such as Streams for data ingestion, Land for managing tables, the Prep phase for data shaping, Govern/Share phase for access control, and the Analyze phase for queries



Collaboration workshop with key stakeholders to architect the discovery and landing solutions critical to the Customer's AI initiatives. Concepts include federations for data discovery and experimentation, data plane table best practices, and pipeline considerations for managing multiple data streams.



Engagement designed to cover the core architecture for Lakehouse and Icehouse designs. Topics covered include Control Plane concepts for access, management and observability; Compute Plane for optimized price/performance highly concurrent models and Data Maintenance for optimized management.



High-Level Engagement to identify an organization's preparedness for Data Management, Strategy, Solution and/or Platform(s). Furthermore, to analyze current posture vs proposed future state to provide roadmap to achieving desired organizational objectives.



Controlled Subset testing environment Initiative to validate data management objectives prior to pilot deployments based on the outcomes from previous workshops in the series.



# Enterprise AI Factory

## TECHNOLOGIES & ARCHITECTURES

### Accelerated Compute Platforms



Computacenter's AI-powered computing platforms leverage the latest GPU, and advanced hardware technologies to deliver accelerated AI computing solutions.

#### Key Capabilities:

- Expertise in advanced hardware technologies
- Accelerated computing solutions optimized for training, inferencing,
- Comprehensive services to enable the power of AI

### Multi-Layer High Performance Networks



Computacenter's AI-powered access networks securely connect users, data, and IoT devices within a campus or limited geographic region, leveraging machine learning and software-defined networking

#### Key Capabilities:

- Secure AI-powered access networks
- Machine learning-based optimization of network performance and security
- Software-defined networking for enhanced automation

### Multi-Layer Data & Model Platforms



Our intelligent data platforms leverage advanced AI and machine learning models to empower customers with reliable digital content delivery.

#### Key capabilities :

- Intelligent data optimization models
- Pre-trained, industry-specific AI models
- Seamless integration with existing systems
- Continuous self-learning and adaptation

### Multi-Layer Security Platforms



Our AI-powered security solutions, integrated with leading edge cabling, fiber optics, and wireless systems, provide the high availability network foundation required in today's dynamic environments.

#### Key Capabilities:

- AI-powered security solutions
- High availability network for dynamic environments
- Advanced threat detection, anomaly analysis.

### Multi-Layer Software Stacks



**Our AI-infused software stacks deliver intelligent, adaptable network solutions that leverage automation, virtualization, and advanced analytics.**

#### Key Capabilities:

- AI-powered software solutions
- Automation and virtualization software management
- Advanced analytics for proactive software issue identification and mitigation

### Scalable High Performance Storage



**Our AI-enabled storage solutions transform wide-area networks into efficient, software-defined infrastructures for seamless worldwide data exchange and collaboration.**

**Powered by advanced analytics and automation, these platforms enable rapid, secure data access and sharing across data centers, clouds, and hybrid environments**

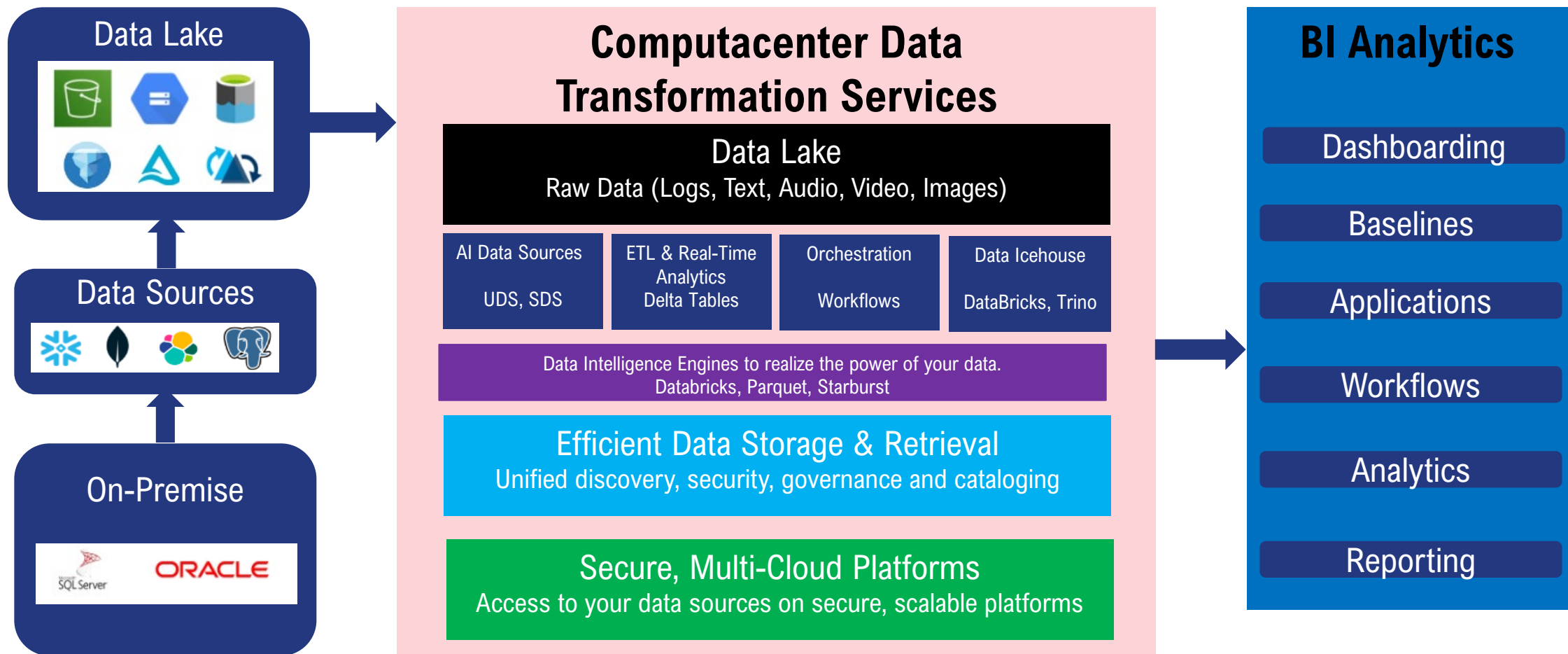
NVIDIA AI ENTERPRISE (NVAIE) - NIM - NEMO - OMNIVERSE - METROPOLIS

SECURITY & GOVERNANCE - GUARDRAILS - MORPHEUS

AI OPERATIONS - RUNAI



# AI Data Management Services



## AI Data Normalization & Optimization

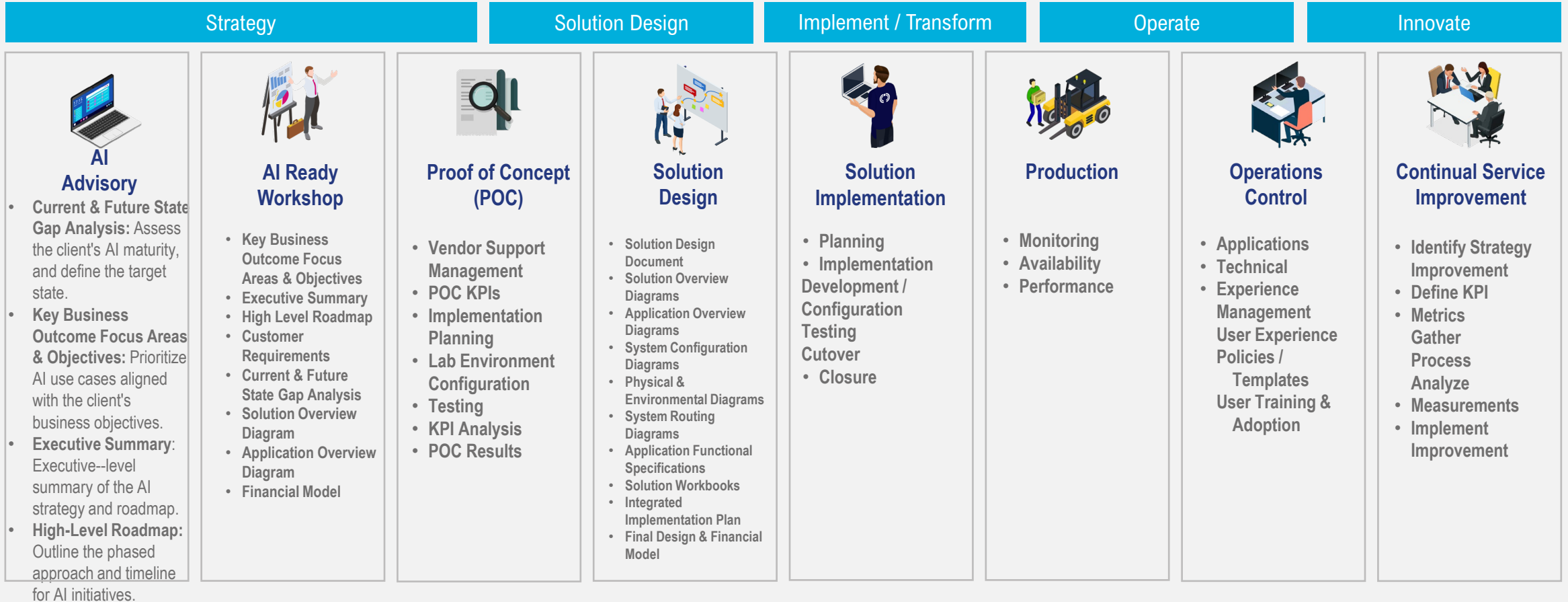
Develop Control Plane architecture for access-control, resource management, observability and data access

Data Preparation and Table Format Creation for AI model ingestion	Data Optimization and Time Travel for Big Data Analytics
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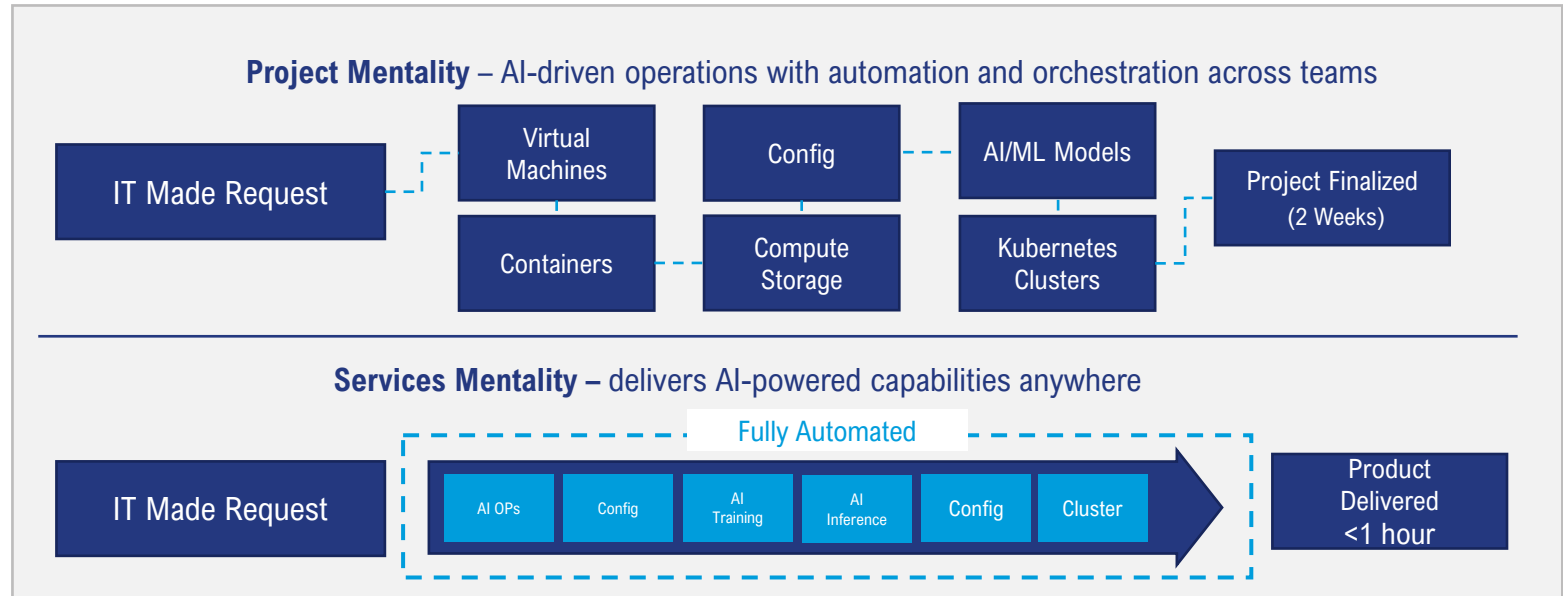
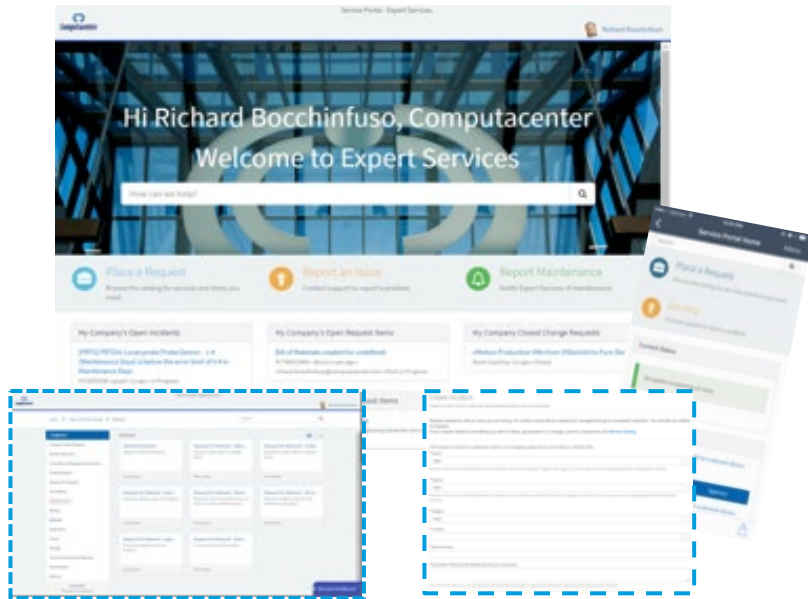


# AI LIFECYCLE SERVICES

## LIFECYCLE SERVICES METHODOLOGY



# AI Operation Services & Digital Innovation



## Elegantly Aggregate, Automate, Route, Action, & Escalate Operational Alerts

### Infrastructure Management

- Focused on cloud-native infrastructure with AI-driven scaling and optimization
- Build a robust AI-powered cloud platform with self-healing capabilities
- Think GPUs, Tensors, NOT just VMs

### Customer Reliability Engineering

- Partner, NOT just Provider - AI-driven monitoring and management
- Incident, problem and request management powered by AI/ML Incident, problem and request management
- Custom escalation paths and SME engagement for complex AI issues

### Elastic Operations

- Prescriptive AI-driven operation requirements
- Maintain and/or accelerate AI initiatives through intelligent automation
- Address AI Ops challenges in developer-centric cultures
- Think painkillers, NOT vitamins





# Use Cases



# AI Platform Design for Higher Education Institution

## Customer Challenge

A leading higher education institution needed to establish a robust AI and analytics platform to support its cutting-edge research initiatives across various disciplines, including biology, physics, and materials science etc... The institution faced the challenge of deploying a tailored solution that could meet its stringent data sovereignty requirements and enable rapid deployment to empower its multiple research teams.

## Our Solution

We worked closely with the institution to design an HPE AI system with four NVIDIA L40S GPU's and provided guidance for integration of existing network and storage systems.

Our team also positioned the solution to be the foundation of an "AI Factory" approach, which would enable the institution to build a modular, scalable and repeatable factory for deploying AI infrastructure to support new grant funding and research initiatives. This involved designing the platform with modularity, extensibility, and a focus on operational efficiency to allow the institution to easily onboard new teams and projects as needed.

We conducted several sessions with the institution's IT departments to provide guidance on container provisioning, integration, monitoring, and operational best practices. This knowledge-sharing ensured that the institution's staff could effectively manage and maintain the AI platform.

## Outcome

By empowering its researchers with this state-of-the-art technology, the institution is now able to push the boundaries of scientific discovery and make groundbreaking contributions to their respective fields. The seamless transition to the operations team for ongoing support and maintenance ensures that the researchers can focus their efforts on their critical work, knowing that the underlying infrastructure is being expertly managed and maintained.

HIGHER EDUCATION  
RESEARCH



# Development of an analytics platform for autonomous driving

Automotive

## Customer challenge

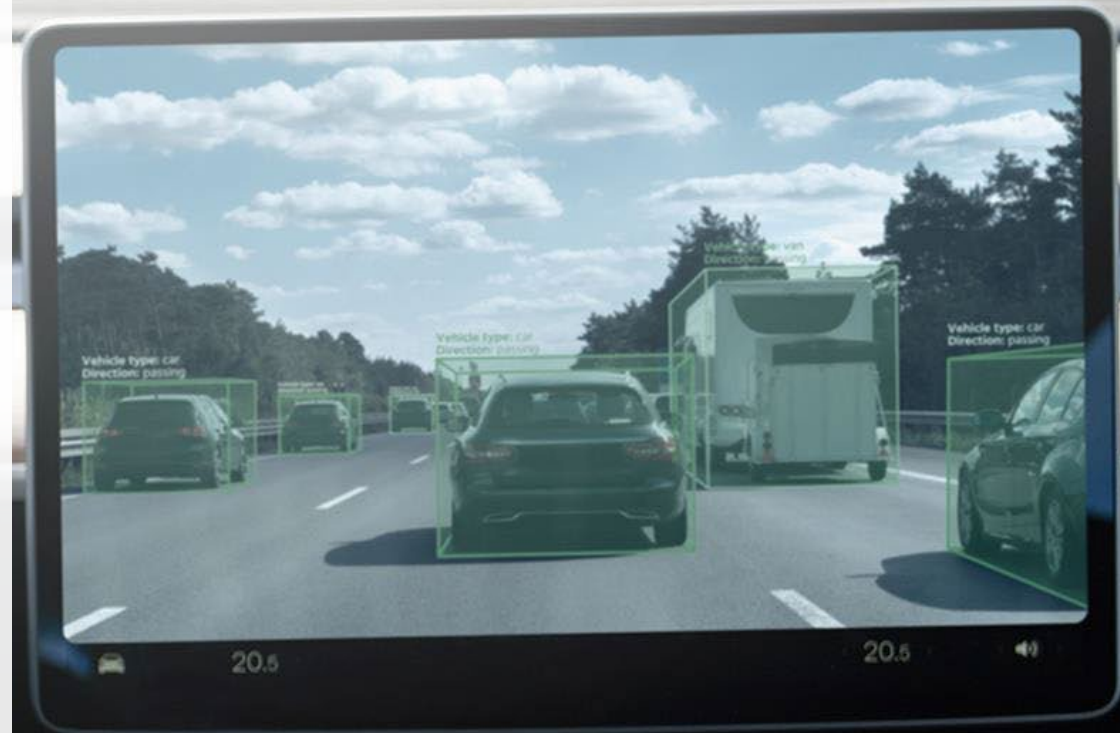
- Required identical analytics platforms in Germany, the USA and China for developing software for autonomous driving leveraging AI
- Platform requirements: high-performant, failure-safe, seamless data transfer from various test vehicles, accessible from different locations

## Our solution

- Designed & implemented analytics platform across all locations
- Further developed platform & established new services required
- Implemented data lifecycle management & seamlessly connected platform to customer's partner companies
- Ensured that everything - from firmware to individual software components remained up to date

## Outcome

- Analytics platform is consistently available to developers across all locations, empowering them to refine essential AI models and software
- Test vehicles can transmit their data in a high-performance manner
- Analytics platform stores data in line with data lifecycle management concept



# AI platform design, implementation and support for public sector scientific institution

HEALTH &  
PHARMACEUTICAL

## Customer challenge

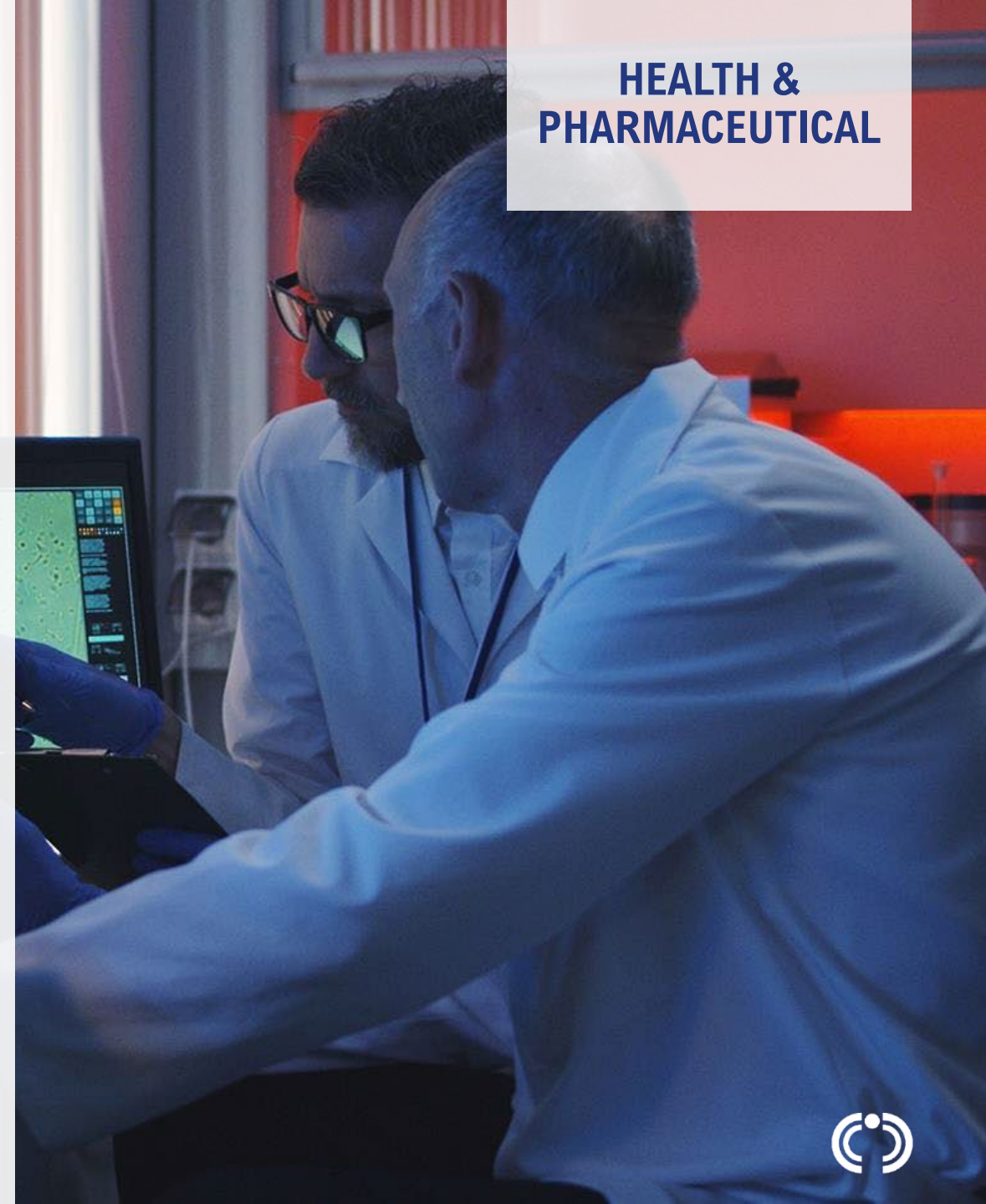
- Required an AI & analytics platform tailored to meet its sovereign data requirements
- The newly established division encompassing bioinformatics, made it necessary to deploy a fitting solution rapidly

## Our solution

- Designed, setup and implemented AI cluster comprising four Nvidia DGX A100 and two NetApp AFF 800 with Nvidia and NetApp, and in close cooperation with customer
- Developed and introduced a high-performance network for fast data exchange, leveraging InfiniBand technology with Mellanox components
- Conducted several workshops with the customer's IT departments about container provisioning, JupyterHub integration, monitoring, and operational best practices
- Recommended enhancements to technical project execution
- Ongoing operational support for the entire architecture

## Outcome

- We delivered the AI cluster, configured and seamlessly transitioned it to the operations team for subsequent installation.
- The bioinformaticians were able to promptly commence their research, leveraging this powerful infrastructure.



# High performance technology for high-speed transactions

## Customer challenge

Our customer, a FinTech company, was facing many challenges when building and managing a large-scale high-performance compute environment based on Nvidia GPUs and other leading-edge technologies. Specifically, the following pain-points needed addressing:

- Lack of DC resources for highly complex DC design and build
- Power and Cooling constraints
- DOA components

## Our solution

Working closely with the customer Computacenter crafted a solution that addressed the key pain-points and provided structured pricing to deliver the outcomes whilst working in a fast-changing environment. Our solution included:

- Highly skilled consultants and engineers to design and build the solution with the customer – over 250 nodes
- Integration Centers to pre-install and test components
- DC liquid cooling solution to address power / cooling constraints
- Project Management

## Why Computacenter

Using our powerful partnerships with Dell Technologies and Nvidia, Computacenter are the first reseller in the world to be provided with the training to design and deploy this new technology.

FinTech

