



THE PROCUREMENT PARTNER OF CHOICE FOR SEVERN TRENT WATER

Background to the project

With several IT modernisation projects in the pipeline, Severn Trent Water (STW) wanted to improve purchasing arrangements so it could achieve the value of working with fewer, stronger partners. STW found that in the past, the level of service promised could drop once a vendor had made it onto the preferred supplier list. The proposed solution was to increase the amount of purchasing managed through procurement frameworks from around a third to 95%.

As a regulated business, the aim was to standardise and streamline the overall procurement process and deliver better results for the organisation. STW knew that working with a strong partner for ICT procurement could save a lot of time and effort in dealing with individual vendors.

How Trustmarque became the partner of choice

As part of Capita PLC, Trustmarque has held a relationship with Severn Trent Water for around 15 years as a framework partner.

STW appreciated Trustmarque's personal approach and the availability of a dedicated Account Manager who ensured there was a commitment to maintaining a high level of service. Our teams take pride in providing a proactive and responsive approach, with a willingness to support customers through key decision making.

With expertise across end-to-end IT lifecycle management, we were able to prove our ability to meet STW's licensing and hardware needs - to deliver the strategic purchasing advice needed from a partner.

Trustmarque is a hardware and preferred software framework partner to Severn Trent Water.

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About Severn Trent Water

Severn Trent is the UK's second biggest water company. It serves 4.1m homes and business customers in and around the Midlands. Its region stretches from the Welsh borders to Rutland and from the outskirts of Sheffield south to the Bristol Channel and east to the Humber. The company delivers almost two billion litres of water every day through 46,000km of pipes. A further 94,000km of sewer pipes take wastewater away to almost 1,000 sewage treatment works.

[Discover more](#)



Types of procurement support

We are currently working with Severn Trent Water on all software and licensing renewals, helping to optimise the licensing position across the organisation and ensuring STW pays only for what is needed.

As a leading partner of the major vendors across key areas from Cyber Security to Modern Workplace, we are ideally placed to help STW to find the best solutions and drive the best commercial value. We are happy to absorb some of the risk associated with vendor management and STW has been highly satisfied with the way Trustmarque has directly managed vendor relationships to help accelerate its digital transformation roadmap.

Some recent projects where we have added value as a procurement partner:

- Transition from on-premise to cloud infrastructure
- Renewal of all mainstream suppliers across storage, networking, analytics and telematics
- Deploying remote access to systems for all staff
- Replacing all on-premise whiteboards with digital screens and signage

Next steps

Trustmarque aims to continue working in partnership with Severn Trent Water to help drive continual efficiencies and cost savings. Supporting with the strategy and finding the solutions that will deliver lasting business benefits.



Reasons to choose Trustmarque for procurement frameworks

Vendor agnostic

We work across the widest network of technology partners to find the best solutions for your organisational needs.

Unrivalled Microsoft expertise

We are a top-rated Microsoft partner with 12 Gold accreditations and a relationship spanning more than 30 years. We add value to your end-to-end Microsoft journey, from optimising your license position to supporting you with the tactical deployment and ongoing adoption strategy.

Access to consultants

Our subject matter experts guide you through the most complex challenges and questions to ensure you make the right purchases for of solutions in your organisation.

Dedicated Account Management

Each customer is assigned a dedicated Account Manager to help streamline the IT procurement journey across your organisation.

Procurement platform

To make it even simpler to purchase the right solutions for your business, you can use Trustmarque's own procurement platform.

We work with many of the big utilities and water companies. To discuss your procurement needs with a member of the team email info@trustmarque.com

About Trustmarque

Trustmarque delivers customer centric IT solutions that enable better outcomes. We're an award-winning IT partner who has helped over 2,000 organisations to gain competitive advantage through digital transformation.

For over 30 years we've empowered our customers to work smarter and run their businesses more effectively, with long-standing relationships in the public and private sectors.

Together, we combine the technology, expertise and services to release value at every stage of the IT lifecycle, enabling organisations to transform and accelerate.

We're in IT together.