Simplifying the Managed Office

Reliability, better staff productivity, and lower cost are the top three things executives want from their managed office services. But it’s tough to achieve all of them together in today’s multi-user desktop environment with many different systems and builds. It’s even more difficult when your business depends on your IT infrastructure to sell and deliver to customers. That places a greater burden on your IT team and gives you the headache of hiring new staff and purchasing new equipment to support your end-users.

Instead, many organizations outsource the provision of managed office services to a global service delivery partner. Executives want to improve the experience they give their customers by arming their end-users with the tools and services those end-users need to stay productive and customer-focused. They also want to improve end-user service levels by leveraging industry best-practice standards and tools for ISO/IEC 2000 compliance. They’d like to free in-house skills and resources to focus on delivering greater value back to their business. And they also want to ensure full accountability from a managed office services provider with business outcome-based service agreements and a predictable low cost per user per month.

YOU NEED FUJITSU MANAGED OFFICE SERVICES IF:

- Your users don’t get the services they need
- Poor desktop performance impacts both your top and bottom lines
- You’re experiencing too much downtime
- You have a complex desktop estate with different systems and builds
- You want to reduce operating costs and TCO

MANAGED OFFICE SERVICES BY FUJITSU

Fujitsu provides all the benefits of high-quality, reliable managed office services at a lower cost per user, per month. We deliver highly flexible managed services designed to relieve your IT team and give end-users the right tools and services to help them deliver a high-quality, consistent customer experience. We take responsibility for managing the desktop computing environment across its full lifecycle to improve efficiency, productivity, and reliability. From procuring new desktops to asset management, from desktop application management to provisioning a multi-lingual service desk, we take care of your end-users and deliver services that are in tune with your changing business needs.

THE FUJITSU DIFFERENCE IN MANAGED OFFICE SERVICES

Your knowledge workers need no downtime, no delays, and no problems with printing, email, or attachments so they can get the job done quickly. But the complexity of today’s corporate desktops and the information avalanche can combine to slow them down.
Driving Continuous Desktop Service Improvement By How People Work

At Fujitsu, our implementation of a desktop service environment is supported by our Sense and Respond methodology. This unique way of operating the service interface focuses on understanding what matters to our customers so we can continually find better ways to deliver it. Sense and Respond has re-drawn the service support and help desk landscape. In the nine years we’ve offered it, many clients have seen problem call volumes drop by half, user productivity jump by 20%, and average scores for satisfaction with IT double.

Delivering Consistent Excellence in Managed Office Services

The other major piece of our solution is TRIOLE®. Based on pre-tested templates for the IT needs common to many businesses, TRIOLE industrializes and standardizes IT infrastructure to reduce cost, improve reliability, and cut time to deployment. TRIOLE can do this because its components are based on repeatable processes, since most of the solution is not customized. That means solution costs are lower, installations work the first time, and troubleshooting is fast. TRIOLE helps organizations become more dynamic, agile enterprises by easily accommodating rapid change, and by driving standardization, reuse, and continuous improvement.

TRIOLE for Services is our service management toolset that provides a rapid migration path for organizations that want to adopt a standardized, automated, ITIL-informed, and ISO/IEC 20000-compliant approach to service management.

Delivering Value

The main components of Fujitsu Managed Office Services include:

- **Service Desk**: Incident, Problem, Change and Release Management – provides a single point of contact for all IT issues, delivers remote support, and manages and maintains the self-service portal.
- **Deskside Services**: Installs, Moves, Adds, and Changes plus hardware and software incident resolution – provides all elements of direct physical support for the end user.
- **End-User Infrastructure**: Capacity and Availability Management – provides and supports the basic IT infrastructure including directory services, e-mail, file, print, software distribution, and anti-virus updating.
- **End-User Device**: Supply and Configuration Management of the user device – creates and maintains a standard build for all devices, including OS, core applications, local security, and role-based business application sets.
- **Service Delivery Management**: Office of Continuous Improvement and Innovation, SLA Management, Service Reporting, Continuous Improvement – a single point of authority and management interaction dedicated to ensuring quality of service.

We are also working on virtual desktop management, and plan to include this capability soon.

TRIOLE - INDUSTRIALIZING IT SERVICE

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Figure 2: TRIOLE: The Industrialization and Standardization of IT Service
WHAT WE OFFER

Fujitsu provides Managed Office Services to many customers globally. About one-third of Fujitsu Japan’s delivered systems are now based on TRIOLE and their owners are enjoying 30% faster system deployment, 20% lower total cost of ownership (TCO), and at least 30% better reliability. We believe in writing flexible contracts so you can re-shape your IT as often as your business needs change. Our approach to contracts is based on three basic principles:

• **Cost Transparency**
  We offer an open approach with a gain-share model that motivates both Fujitsu and our customers to perform above agreed-upon levels.

• **Flexibility through Open Governance**
  Our contracts are responsive to the way your business changes.

• **Focus on Business Outcomes**
  The governance model we use aligns our services with your business imperatives, and we prefer a collaborative approach in working with you to establish value-focused benchmarking.

HOW CUSTOMERS HAVE BENEFITED

**Cut Open Client Calls by 75%**
As a global leader in home appliances, Electrolux sells more than 40,000 products in 150 countries each year. The company was consolidating its IT department and needed more centralized, yet flexible, IT infrastructure solutions. Fujitsu created a per-seat, fee-based, end-to-end managed office solution for laptops, desktops, servers, storage and applications. Service is delivered from three of the Fujitsu global delivery centers. Electrolux now enjoys simplicity and efficiency with a single local point of contact to global service. Best of all, Electrolux reduced open client calls from more than 2,000 to just over 500.

**Six Languages, One Solution:**
A large multinational had 14,000 users who spoke six different languages. Within a year of Fujitsu taking over the managed office service, user satisfaction jumped from 4/10 to 8/10 while the overall cost of the desktop estate dropped by 25%.

Support was one area where the company made big savings. Of 8,000 calls a month, Fujitsu found that many were simple, “How do I do this...?” queries that could be eliminated with a little education. Using email and remote desktop control, we taught users about their printers, how to log on to the intranet from hotels, what forms to fill out for new software, and how to reset their passwords.

The result was happier users and 1,000 calls a month that didn’t occur.

**KLM Benelux Boosts Productivity**
Selecting Fujitsu as its outsourcing partner for centralized help desk services across all KLM Benelux operations gave the company faster problem resolution and minimal business disruption. This led to an average productivity increase of 20% across all IT users, since staff can now concentrate on the core business’ future requirements and higher-value activities.

**Reuters Prefers the Fujitsu Desktop**
When Reuters upgraded its desktops and consolidated 2,700 people from seven offices into one, there were, of course, multiple problems. But the Fujitsu desktops, on the other hand, were faultless.

**How Dixons’ Help Desk Sells More Toasters**
Since Fujitsu applied its Sense and Respond approach to Dixon’s IT help desk, problem calls are down 50%, store staff are more productive, and IT availability is at a record high. The company also pays less for its IT support. All of which lets Dixon’s staff do what they’re supposed to do, which is sell more TVs, cameras and toasters.

OUR MANAGED OFFICE SERVICES INCLUDES

**The Base Package consists of:**
- Service Desk
- Desktop Client Services: Break-Fix, Patch and Service Pack release, desk-side support
- Service management and administration

**Additional modules include:**
- Asset management
- Service catalog
- Desktop application services
- Desktop network administration and management
- VoIP
- Mobile working
- Device procurement

**Pre-tested TRIOLE templates include:**
- Microsoft® XP, Windows Vista® and Windows® 7 Clients
- Microsoft Windows® 2003 and 2008 Server
- Desktop Management
- Active Directory
- Systems Management
- Microsoft Exchange
- File and Print services
- Installations, moves, adds and changes
How Sense and Respond Keeps bmi in the Air
One of bmi’s servers was overloaded and occasionally corrupted the attachments on some emails. After receiving a number of similar calls from users, the Fujitsu help desk people determined that some of the attachments were service requests and parts requisitions for aircraft. If the attachment didn’t arrive intact, an aircraft could be grounded. Since grounding aircraft costs millions, we recommended a new email server, which eliminated the problem altogether.

ENABLING THE GLOBAL ENTERPRISE
Fujitsu provides a full array of managed infrastructure solutions. As part of those solutions, Managed Office Services is a component of the dynamic infrastructure offerings from Fujitsu. Fujitsu is your trusted partner for making managed office and managed infrastructure services simple. We are arguably the most global vendor, with leadership market share in Europe, Asia, and North America. With more than 175,000 employees worldwide in over 80 countries speaking 29 languages, we can service your infrastructure in place, with a two-hour response, to cities throughout the world. Fujitsu can deliver unique value to global clients by helping them standardize global delivery, operations, and support. At the same time, we have the local presence and understanding to do business with clients who have regionally diverse languages and cultures. Fujitsu leverages best-of-breed infrastructure solutions to reduce risk, complexity, and cost.

ABOUT FUJITSU AMERICA
Fujitsu America, Inc. provides a complete portfolio of business technology services, computing platforms, and industry solutions. Fujitsu platform products are based on scalable, reliable and high-performance server, storage, software, point-of-sale, and mobile technologies. Fujitsu combines its renowned platform offerings with a full suite of onshore, near shore and offshore system integration, outsourcing, and datacenter services covering applications, operations, infrastructure, customer service, and multi-vendor lifecycle services. Fujitsu provides industry-specific solutions for retail, manufacturing, healthcare, government, education, financial services, and telecommunications sectors. For more information on Fujitsu America’s business scope, visit http://us.fujitsu.com/solutions.