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Managed Infrastructure Lifecycle Solution

Managed Infrastructure Lifecycle Solution Overview

Organisations are increasingly seeking certainty over a Service Providers' ability to provide full-life / end-to-end / cradle-to-grave infrastructure lifecycle management, that delivers financial and technological benefits such as:

- TCO reduction through the
 - effective management of technology obsolescence
 - creation of productivity and efficiency gains
 - simplification and standardisation of the refresh process
 - reduction in cost wastage through loose procurement practices
- Protection of infrastructure refresh strategy
 - from changes to internal and external economic & political conditions
- Enhanced asset management processes and accuracy

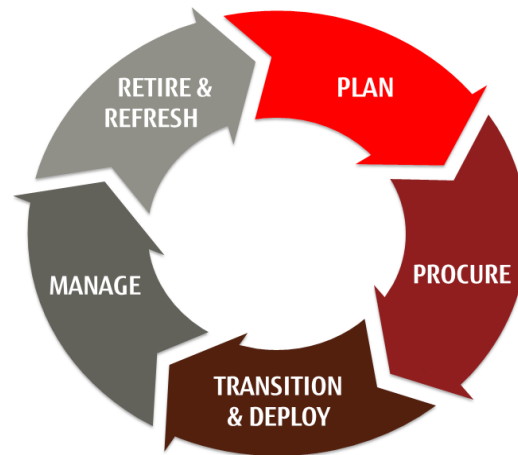
Fujitsu's Managed Infrastructure Lifecycle Solution (MILS) delivers a process of governance over internal and external stakeholder subprocesses which together deliver this outcome.

MILS recognises and defines the collective effort from these stakeholders through its objectives of:

- Creating process efficiencies through co-ordinating efforts of disparate functions
- Improving
 - Asset data
 - Billing accuracy
 - Support service delivery
 - End-of-life planning
- Raising awareness amongst stakeholders of the impact of their roles and responsibilities upon others within the same supply-chain
- Presenting a coherent, consistent, and clearly defined solution to clients

MILS can be applied to any situation where Fujitsu manages client infrastructure; it is routinely applied to an End User Computing or desktop platform, but is of value to any environment where management of technology obsolescence is fundamental.

The stages that an asset passes through in its lifecycle, and in which Fujitsu has various capabilities are defined as:



Each stage has multiple contributing primary and secondary stakeholders, both internal and external to Fujitsu (e.g. client functions and third party suppliers). The ability to co-ordinate activity between these independent functions to produce a fluent solution is critical to successful lifecycle management.

The presence of a lease for managed infrastructure creates a clear end date from which a reverse timeline is created, to ensure tasks are completed on time, to fulfil the lifecycle objective. Fujitsu Financial Services provides a Lease Co-ordinator to manage and deliver information to relevant stakeholders, to ensure these time-bound tasks are fulfilled.

Depending on the client's requirements, elements of MILS can be delivered through modules of applicable services.

The following provides a brief definition and (non-exhaustive) indication of typical stakeholders within each stage.

Lifecycle

PLAN

Actions:

Planning has two distinct scenarios:

- New Planning to introduce Fujitsu as a Managed Service Provider
- Refresh Planning where Fujitsu is the incumbent Managed Service Provider (dealt with later in the Retire/Refresh stage below)

Fujitsu scopes and qualifies the client-defined requirement to create a solution through the engagement of resources directed to respond. The high level objectives must be clearly understood by those leading the solution creation, and articulated to those creating the various responses and workflow processes. MILS serves to co-ordinate these processes, and present seamless integration and delivery to the customer.

Stakeholders:

- Client – production of clear and direct RFP Business Solutions Architects
- Managed Services (MS) Sales and Service Delivery Community
- Infrastructure Solutions and Support (ISS) Sales Community
- Fujitsu Financial Services
- Asset and Configuration Management
- Finance and Treasury
- Commercial

RETIRE & REFRESH

Actions:

As an asset approaches its end of life, preparation for its removal and replacement must occur within clear timeframes. For this reason it merges with the Plan stage for existing clients. Financial Services will provide notice to the account team of pending lease end, and state the required actions up to 6 months out.

The agreed processes of communication and authorisations between Fujitsu and the client are carried out to ensure the initial lifecycle objectives are fulfilled.

Stakeholders:

- Client
- Project/Deployment Services
- Fujitsu Financial Services
- Service Delivery Management
- Service Desk
- Warehouse
- Asset Management

PROCURE

Actions:

This phase of the lifecycle covers the time from when the Client orders equipment through to it being received by Fujitsu. The range of Fujitsu's capabilities employed and sub-processes within this stage vary enormously between accounts, so the clarity and co-ordination that MILS enables is critical.

Stakeholders:

- ISS Sales Operations
- Service Desk
- Warehouse
- Asset and Configuration Management
- Client
- Vendor

TRANSITION & DEPLOY

Actions:

This stage covers the period from the acceptance at the warehouse, through stage and build, outbound logistics, and the implementation of the IT new system; it takes into account the time and effort required to prepare and make the infrastructure available for its use. Commencement of billing falls within this stage.

Stakeholders:

- Warehouse/Integration Centre
- Service Delivery Management
- Project/Deployment Services
- Desktop Services
- Fujitsu Financial Services
- Asset and Configuration Management
- Finance and Treasury

MANAGE

Actions:

The Manage Stage of MILS relates to the time from when a product is deployed and is considered to be in a production state; this covers service requests, Moves Adds, Changes, and break/fix. The billing process ensures that accurate and comprehensive information flows both ways.

Stakeholders:

- Service Desk
- Service Delivery Management
- Field Services
- Desktop Services
- Asset and Configuration Management

About Fujitsu Financial Services

Fujitsu Financial Services addresses the objectives of CFOs and CIOs through a competitive portfolio of financial solutions, that improves infrastructure lifecycle management, reduces TCO, and protects capital budgets.

Fujitsu Financial Services originates over €600m annually in new leases globally, and is fundamental to the successful delivery of MILS, through the specialist resources and multi-functional visibility it provides.

Contact Us

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