

# Fact Sheet

## Fujitsu Retail Systems Management Powered by MIRADORE

The management of retail IT infrastructure is challenged by the geographically spread nature of its stores as well as the high diversity of the devices which it must manage. These include Point-of-Sale (POS) devices which are vital to the day to day retail business but are often a mix of "standard" and nonstandard IT components and operating systems. To manage these devices, a retailer has often relied on multiple configuration management solutions.

### A unified web-based IT lifecycle management solution

Fujitsu Retail Systems Management (FRSM) provides integrated asset management, configuration management and lifecycle management tools built around Information Technology Infrastructure Library (ITIL) best practices. This brings transparency to all functions involved in the device lifecycle management process, including installation, monitoring, device management, and software distribution.

FRSM enables retailers to lower the enterprise total cost of ownership (TCO) while also improving their quality of the service. FRSM automates many of the POS asset management processes, improves security and brings add-on value by providing real-time visibility to the whole IT infrastructure including the POS devices through a single unified solution, thereby decreasing the manpower demand since time is not wasted in switching between multiple solutions.

### Asset management

FRSM's dynamic real-time asset management system automatically keeps track of configurations and configuration changes across the whole enterprise and provides up-to-date information about all IT assets – from POS devices, handhelds and smart phones to desktops and servers. Since FRSM natively supports a multitude of device platforms, the management of all devices in the enterprise can be consolidated to a single easy-to-use web console. In addition, FRSM provides accurate real-time usage measurements and inventory information of installed software and peripheral devices.



### **Configuration management**

With FRSM's built-in configuration management system, changes to devices are easily implemented and automatically recorded in the configuration management database. In addition, FRSM makes automated data back-ups, thus increasing the data security of critical devices and preventing the outages in services. If a device has to be reinstalled, all the required information is re-applied to the device to eliminate the need for technicians to spend hours restoring the device to its original state. Reinstallations and configuring the device and the POS application can be done remotely in a completely zero touch fashion.

### **Automated monitoring system**

FRSM's automated monitoring system constantly observes the changing IT infrastructure on different levels and signals whenever defined events occur, thus preventing incidents and stabilizing the environment. The monitoring system is highly configurable which allows enterprise's IT staff to adjust the system to meet the unique demands of the enterprise.

### **One solution to solve multiple needs**

FRSM automates many of the POS asset management processes, improves the security and brings add-on value for retailers by providing real-time visibility to the whole IT infrastructure including the POS devices through a single unified solution. In addition, FRSM helps to enhance customer satisfaction since the service outages can usually be prevented.

Since FRSM is especially designed to operate in heterogeneous environments that consist of various types of devices working through data transmission channels with low capacity, it is perhaps the most reliable and robust solution for retail asset management available on markets. In contrast to other management solutions available, FRSM supports practically all major software and hardware platforms which enables more cost-efficient and simple management of the diverse environments, as only one solution is required for managing all the devices.

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### PRIMERGY Servers

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- PRIMERGY: Industrial standard server
- SPARC Enterprise: UNIX server
- PRIMEQUEST: Mission-critical IA server
- ETERNUS: Storage system

### Software

[www.fujitsu.com/software/](http://www.fujitsu.com/software/)

- Interstage:  
Application infrastructure software
- Systemwalker:  
System management software

## More information

For more information, please visit:  
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