

# Fact Sheet

## Enabling efficient and effective IT service delivery using the cloud

Powered by Nimsoft®

Fujitsu Service Desk as a Service provides a comprehensive SaaS based IT service management solution for managing, coordinating, and optimizing all aspects of service delivery while significantly reducing the cost, complexity, and management burden.

### Overcoming the challenges of the traditional service desk

**Just about any vital business service, process, or function is now integrally entwined with IT, and it falls to the service desk to support the end-users who rely on this infrastructure. So, in a very real way, the performance of the service desk can impact the performance of the business.**

For years, however, many support teams have been constrained by their traditional service desk platforms, which tend to fall into one of two categories:

- Extensive software suites designed to support complex IT environments by being highly customizable. This development-intensive model is ideal for meeting the specific needs of different organizations but can lead to significantly longer and costlier deployment cycles, while making it harder and more expensive for organizations to adapt to changing requirements.
- A platform comprised of limited point tools that don't fully support IT organizations as they seek to strengthen operational efficiency and effectiveness.

In addition, both types of solutions have typically been deployed on-premise, with all the cost and management overhead associated with upfront infrastructure investments, as well as ongoing maintenance. Fujitsu Service Desk as a Service, powered by Nimsoft, has been developed to directly address these issues,

giving you the Service Desk capabilities needed to manage your environment with less cost and complexity than previously possible.

### Optimize your service delivery with Fujitsu

Fujitsu Service Desk as a Service enables you to leverage a service desk platform that fuels improved operational efficiency while minimizing costs, reducing the administrative burden, and delivering new levels of flexibility.

As a Software as a Service-based IT service management platform, you can eliminate the time, cost, effort, and distraction associated with running and supporting service management solutions internally. Also, it provides all the key service management capabilities you require with built-in, ITIL-based best practices and action-based workflows for managing, coordinating, and optimizing all aspects of service delivery.

Service Desk as a Service offers sophisticated IT service management capabilities that can be readily tailored to meet the specific needs of your business without complex labor-intensive coding, and all its time and budget implications.

Our offering includes the advice and guidance you need to optimize your IT management, the training that quickly gives your team the expertise it needs, and the timely support to rapidly get started and position your implementation for long-term success. Fujitsu can leverage its extensive experience in both delivering service desk services and deploying service management applications.



### Best in class unified IT management

Fujitsu Service Desk as a Service is delivered in partnership with Nimsoft, a CA Technologies® company. Nimsoft provides the industry's only unified IT management solution, combining a broad set of network monitoring and service desk management capabilities, plus the flexibility of deploying the solution on-premise and in the cloud. Today over 20,000 enterprises are already reaping the benefits, using Nimsoft to optimize their business services, driving greater agility and performance.

### A trusted service to support your business – wherever it operates

Fujitsu Service Desk as a Service is hosted in the Fujitsu Global Cloud Platform, a trusted cloud service that gives you flexible, reliable, on-demand access to advanced service management capabilities. It enables you to adopt a standardized approach to service desk provision, supporting different in-country operations across the world.

### A SaaS based portfolio enabling effective IT management

Service Desk as a Service is part of the Fujitsu IT Management as a Service (ITMaaS) suite of SaaS-based applications. ITMaaS provides the infrastructure, application monitoring and service desk capabilities needed to underpin an efficient and cost-effective IT Management operation. It also includes Fujitsu Monitoring as a Service and Fujitsu Cloud Experience Monitor.

### ITIL compatible



Fujitsu Service Desk as a Service is certified compatible with 9 ITIL processes:

#### Service Operations

- Incident Management
- Problem Management
- Request Management
- Event Management

#### Service Transition

- Change Management
- Service Asset Configuration

#### Management

- Knowledge Management

#### Service Design

- Service Level Management
- Availability Management

### Benefits

#### ■ Boost service levels

With Fujitsu Service Desk as a Service, your organization can realize the efficiency gains and operational insights it needs to deliver more effective, responsive, and reliable services to customers and end-users. You can more consistently meet your service level agreements and objectives, delivering the high value services that strengthen customer satisfaction and loyalty.

#### ■ Reduce costs

With Fujitsu Service Desk as a Service, your organization can eliminate the hardware, software, and administrative costs of running and supporting on-premise service management platforms. This can mean up to 60% less cost to deploy and up to 40% less to operate compared with on-premise platforms.

#### ■ Improve staff efficiency

Fujitsu Service Desk as a Service gives you the tools you need to better measure, track, and improve business performance. Built to ITIL standards by ITIL experts, Service Desk as a Service supports the best practices proven to boost operational efficiency and Quality. It also offers the sophisticated automation and integration capabilities that eliminate manual, error-prone efforts. In addition, it features knowledgebase support, automation, and workflows that promote ongoing team learning and efficiency – reducing redundant service requests.

### Why Fujitsu?

Fujitsu is a leading provider of managed service desk services to clients globally, leveraging over 30 years' experience in managed services delivery. It means we understand how to optimize IT management to ensure your organization reaps maximum value:

- Over 1,900 service desk clients worldwide
- Supported by 5,500 service desk employees
- Handling over 18 million calls a year
- From over 3.2 million end users

### Service Offering

The service offers all the capabilities you need to control your IT services:

#### Flexible incident management

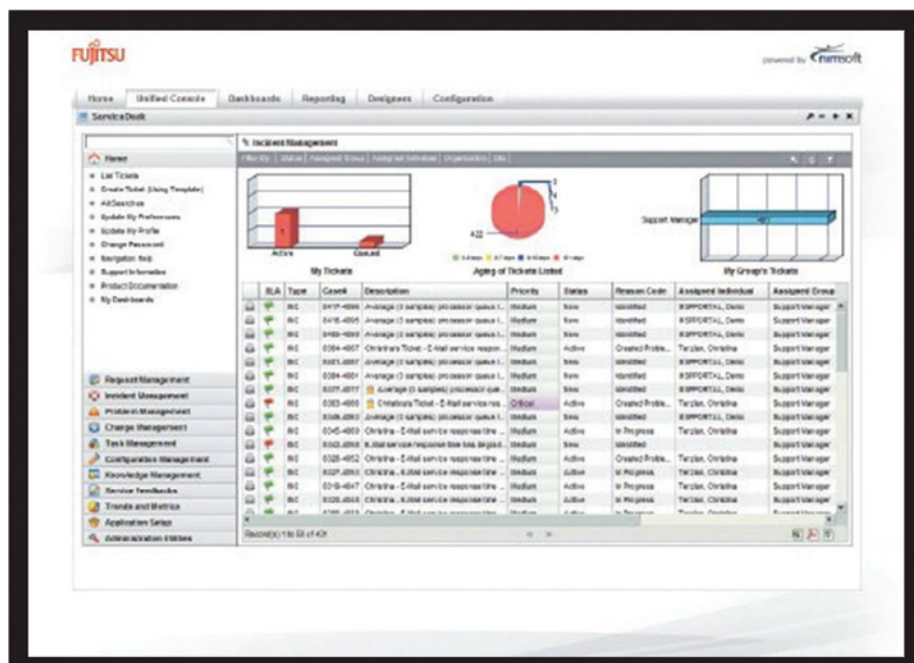
This package makes incident creation and management simple and efficient. The solution's pre-configured incident models give your service desk personnel pre-defined steps for handling many kinds of incidents. This helps to ensure that common incidents are handled efficiently, effectively, and within defined timeframes. What's more, given staff can rapidly become familiar and adept with the platform, any personnel changes need not impact on service levels.

#### Powerful knowledge management

The aim is to improve the quality of decision-making throughout the enterprise by ensuring that optimal (and vetted) information is available to resolve service issues. Knowledgebase articles can be queried from tickets (or via the global search function) to assist in resolving issues or conflicts. You can use the knowledgebase as a resource for FAQs, how-to procedures, run books, and more. It includes everything needed to enable staff to self-help, driving up user satisfaction.

#### Sophisticated service level management

The platform enables you to define service targets and thresholds, so you can effectively manage service level objectives, ensure high levels of customer satisfaction, and meet business objectives. Within the Fujitsu Service Desk as a Service, you can create service level agreements, underpinning contracts and operational level agreements.

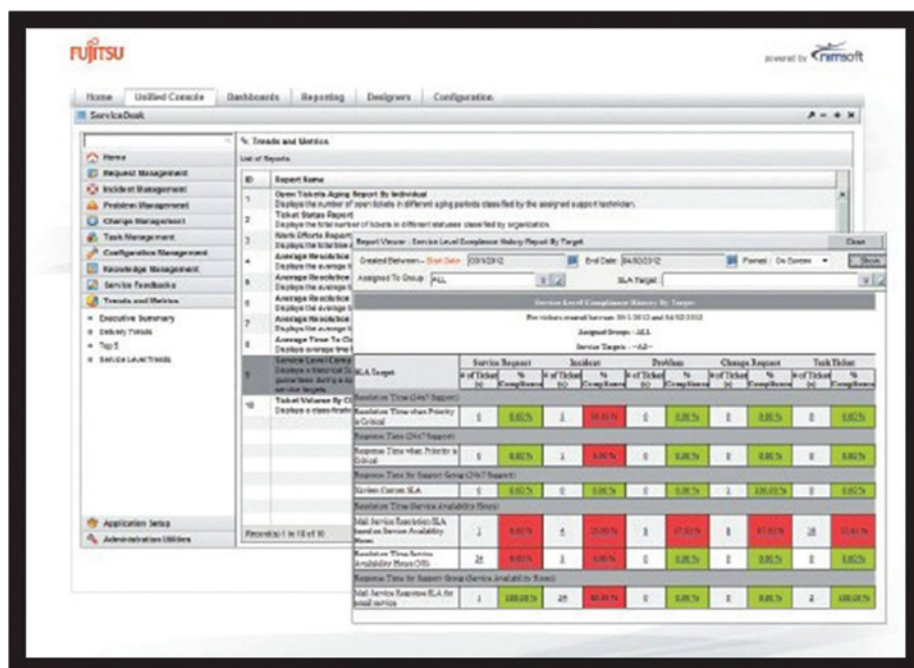


### Robust change management

Today, changes typically account for about 80% of the issues an organization encounters at any given time. The service means you can manage change more effectively, and substantially reduce the issues your users encounter. This allows your help desk to follow ITIL-based best practices in evaluating, prioritizing, planning, testing, documenting, and implementing change requests throughout the organization. Our service supports the standardized procedures that help ensure changes are made efficiently, rapidly, and with minimal disruption.

### Intelligent configuration management

A robust configuration management database (CMDB) provides a centralized view of IT data that gives your teams a common, consistent repository for IT configuration items (CI), including definitions of the actual business services these CIs support. The CMDB captures the relationships between business services and between all system components and processes, including incidents, problems, known errors, changes, and releases.



# About Fujitsu America

Fujitsu America, Inc., is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings and solutions, including consulting, systems integration, managed services, outsourcing and cloud services for infrastructure, platforms and applications; data center and field services; and server, storage, software and mobile/tablet technologies.

For more information, please visit: <http://solutions.us.fujitsu.com/> and <http://twitter.com/fujitsuamerica>

## Fujitsu IT solutions

You can look to Fujitsu for a complete suite of Business IT solutions

### Sustainability

Fujitsu sustainability offerings seek to align IT strategy with your corporate goals for social responsibility, while improving the efficiency of IT assets. We have reduced power consumption in customer data centers by an average of 30%.

### Performance Management

Our Performance Management/Lean offering focuses on maximizing the added value delivered by your operations and processes. Our skilled professionals work closely with you to minimize inefficiencies and optimize resource utilization. We cover the Retail, Manufacturing and Service Industries.

### Cloud Advisory Services

Our Explore and Advise cloud advisory services are designed to help you quickly explore and assess how the cloud can impact your business, understand the various cloud options open to you, measure the potential benefits, and minimize risk. As a result, you can define a suitable cloud strategy.

## More information

For more information, please visit:  
<http://solutions.us.fujitsu.com/>

**For more information on sustainability, please visit:**

<http://solutions.us.fujitsu.com/www/content/services/business/sustainability/index.php>

**For more information about cloud Advisory Services, please visit:**

[solutions.us.fujitsu.com/www/content/services/cloud/index.php](http://solutions.us.fujitsu.com/www/content/services/cloud/index.php)

## Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at:  
[www.fujitsu.com/global/about/environment/](http://www.fujitsu.com/global/about/environment/)



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