

CASE STUDY

Thousands of switches and routers in reliable hands

“ Being a global service support partner for a top player in the telecommunications industry demands not only a global presence, but above all, the ability to offer central control of services that are geographically widely spread. We demonstrate this expertise throughout the entire process chain – from orders for network components, to shipment, to support.”

Paul Parrish, Managing Director Infrastructure Services United Kingdom, Fujitsu



The challenge

Reliable handling of delivery and support services for a network in several European countries that is operated by a leading global telecommunications carrier and is used by a major provider of financial information to thousands of financial market experts.

The solution

Commissioning of Fujitsu UK as one of three global service support partners, each one of which is responsible in specific geographical regions for reliable handling of processes related to ordering, testing, delivery and support of switches and routers for the network. The user is one of the world's largest telecommunications companies and operates in more than 170 countries. Its extensive portfolio includes national and international telecommunications services, broadband and Internet services, as well as network and IT services, and the company's offer is constantly and flexibly being adapted to new requirements. Business activities are divided among several Operating Divisions, with the division responsible for network operation and services accounting for the lion's share of revenue.

Solution components

- Lifecycle management for CPE components
- Extensive services that range from component procurement to testing, delivery, and all the way to installation, monitoring and maintenance within the scope of a 24/7 maintenance agreement.
- Central control of all services together with timely reporting as part of a finely-tuned program management system
- Corollary services to support change management and continual optimisation.

Customer benefits

- High degree of security and reliability for network operation through managed services for CPE components
- Relieves the network providers' workload and releases resources that can be used to focus on core competences
- Cost-effective provision of services through the maximisation of synergies within the framework of vendor-independent services
- Reliable provision of required components through rapid delivery

The project

Conveying stock market and economic information quickly and reliably to thousands of financial market experts around the world requires a top-flight network as well as first-class management of network traffic. Since news providers tend to be experts in obtaining and disseminating information and less skilled at managing networks, the technical side of things is often delegated to external service providers. This strategy is pursued by one of the leading international providers of financial market services. The company has outsourced operation of its wide area network (WAN) under an agreement, and at the same time initiated its modernisation to an IP-based global infrastructure.

The partner to this agreement is a telecommunications operator that is likewise one of the first addresses in its industry. The telecommunications company's strategy also includes focusing on its core competences as a business operator of business-critical applications and cooperating with partners in other task areas. In the current case, that means equipping the network with very differently configured Cisco routers and switches, plus service for these network components, which are installed in close proximity to the customer. Three service support partners (SSPs) worldwide have been entrusted with these tasks. One of them is Fujitsu UK.

A record of success

All activities throughout the process chain, from order acceptance to installation, are part of a specifically developed program management system, which – together with integrated international maintenance services and high transparency thanks to central reporting – is the basis for a high degree of performance and efficiency. Currently, around 150 new network components a month are shipped, installed and included in support. The customer can depend on reliable processes and services and focus its own resources on its core operational tasks of network management and operation.

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