



DESKTOP MANAGEMENT

Driving business value through end user productivity

The challenge

The desktop has evolved. End user devices are no longer confined to a desk in the office. New devices such as PDAs, tablet PCs, smart phones and laptops allow users to work wherever and whenever they wish. End users are equally likely to be working at home, in an airport lounge, on a train or in a hotel as in the office. These people are the face of your organisation; the effectiveness of their tools will determine your future competitiveness.

The solution

Fujitsu does more than just support your desktop, mobile and peripheral infrastructure; your end user devices are fully managed throughout their lifecycle – from procurement, deployment and support through to disposal. Fujitsu can help you understand how hard your assets are working. Lifecycle management enables you to evaluate the true costs of your desktop and mobile infrastructure and provides an insight into how desktop strategy changes can drive further value within your organisation.

With a proven track record as a desktop services provider, Fujitsu can help realise your desktop strategy, with a standard operating environment (SOE) and hardware platforms aligned to the needs and working practices of your people. A stable, focused and well-managed desktop infrastructure enables agility within your business, lifts staff productivity, and reduces the cost of fixing things if they go wrong.

Managing a stable SOE is an ongoing activity. Fujitsu will proactively maintain your end user devices by deploying security patches, antivirus updates and other software using remote management technology, so your infrastructure remains current, secure and effective.

Fujitsu can support your end users whenever and wherever they need it. Fujitsu's skilled service desk agents can resolve

problems remotely, so your people remain productive and desktside visits are minimised. When a physical visit is unavoidable, Fujitsu's field-based engineers offer prompt support across Australia and New Zealand.

Fujitsu's services are further enhanced by Web-based self-help tools that provide your staff with fast and efficient access to additional support channels.

Our services

Fujitsu's Desktop Management services are part of an integrated portfolio of Infrastructure Outsourcing services. They can be delivered in a single- or multi-sourcing arrangement and can be selected individually or combined to deliver maximum value via an end-to-end solution. Our offering includes:

Infrastructure consulting and integration – Fujitsu's consultants provide desktop strategy consulting. They plan and manage the design, build, deployment and refresh of innovative end user solutions, from standard operating environments through to physical implementations, moves and changes.

Desktop software support – Fujitsu's desktop specialists provide support for operating systems, productivity tools and utilities from most leading vendors.

Desktop hardware support – Fujitsu's field-based desktop engineers provide multivendor hardware maintenance services across Australia and New Zealand.

Standard operating environment management – Fujitsu's desktop specialists proactively maintain the standard operating environment through the controlled release of security patches, antivirus updates and other software.

Lifecycle management services – Fujitsu offers inventory, lease, warranty, asset and configuration management, plus procurement and software license management.

Service delivery approach

Fujitsu's service delivery model is based upon the IT Infrastructure Library (ITIL) and ensures that the most appropriate resourcing model is applied to support your desktop infrastructure. Fujitsu's investment in desktop management tools – incorporating remote control, asset management and software delivery – ensures your desktop infrastructure is fully maintained, controlled and delivered in the most cost-effective manner.

Partnerships

Fujitsu partners with all the leading IT vendors, including Microsoft, Citrix, Computer Associates, Sun Microsystems, Redhat, IBM, HP, Acer, and Dell. These relationships – along with Fujitsu's annual R&D budget of US\$2 billion and the ongoing product training provided to our staff – ensures that Fujitsu remains at the forefront of the industry.

Benefits

- **Reduced costs** – Management of a standard operating environment plus effective Lifecycle Management
- **Improved workforce productivity** – Infrastructure standardisation, common service levels irrespective of device type and work location, plus improved desktop availability and performance
- **Access to the latest technology** – Desktop strategies that deliver innovation through vendor neutrality
- **Improved security levels** – Effective security patch and antivirus management, and ongoing standard operating environment design
- **Responsiveness** – Access to a single point of contact for all desktop issues providing access to immediate assistance
- **Availability of IT skills** – Access to Fujitsu's global knowledge infrastructure
- **Speed of execution** – The rapid deployment of additional infrastructure that can easily be integrated into existing business systems and support models

About Fujitsu

Fujitsu is a full service provider of information technology and communications solutions. Throughout Australia and New Zealand we partner with our customers to consult, design, build, operate and support business solutions. From strategic consulting to application and infrastructure solutions and services, Fujitsu has earned a reputation as the single supplier of choice for leading corporate and government organisations.

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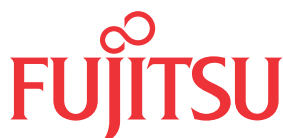
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