



SERVER MANAGEMENT

Building a platform for business growth

The challenge

Modern organisations depend on the constant availability of IT. Your customers, employees and partners rely heavily on resources such as databases, Web sites and messaging systems, and the effects of down-time can be devastating: customers desert you, staff productivity plummets, and costs spiral out of control.

Supporting a complex server environment requires a significant investment in skilled resources, and organisations often struggle to recruit and retain the broad array of skills they need. Costs can be unsustainable and staff skills are often under-used or unsuited to evolving technologies.

As IT budgets continue to shrink, the imperative is to do more with less. New methodologies and innovative IT solutions such as consolidation, provisioning and virtualisation can all help to reduce costs. However, it is easy to lose sight of these initiatives when focused on day-to-day operations.

The solution

Fujitsu can manage your server infrastructure on your behalf, freeing you from day-to-day operational issues and enabling you to focus on aligning IT with the strategic goals of your business.

From our fully redundant and secure Server Management Centres, Fujitsu's technical specialists proactively manage your server infrastructure 24 hours a day, 365 days a year. As a result of our long-term investment in remote enterprise management and self-healing tools, Fujitsu can anticipate and prevent incidents before they become a threat to the availability and performance of your server infrastructure.

With a strong track record in managing servers in Australia and across the globe, Fujitsu has developed modular services ranging from basic monitoring through to full end-to-end server management, including secure data centre hosting.

Fujitsu can support server infrastructure from all leading hardware and software vendors, ensuring you are not restricted in your choice of technologies.

We will constantly seek to improve the effectiveness of your server environment. Server hardening, patch management and service pack updates ensure maximum performance and availability, whilst minimising security vulnerabilities. Our server management is dependable, consistent and scalable, providing you with a safe and reliable platform for business growth.

Our services

Fujitsu's server management offering is part of an integrated portfolio of Infrastructure Outsourcing services that can be delivered in a single- or multi-sourcing arrangement. Services can be selected individually or combined to deliver maximum value via an end-to-end solution. Our offering includes:

Infrastructure consulting and integration – Fujitsu specialists plan and manage the design, build and deployment of innovative infrastructure solutions.

Operating system management – Fujitsu provides managed services for a range of operating system platforms including Microsoft Windows, Novell NetWare, Solaris, AIX, HPUX, Linux, AS400 and mainframe-class systems.

Database administration – Fujitsu provides managed services for a range of databases including Oracle, SQL, DB2, Ingres and Adabas.

Infrastructure application services – Fujitsu provides managed services for a range of infrastructure application services for Microsoft Exchange, IBM Lotus Domino, Citrix Metaframe, Microsoft IIS, SAP Basis and Oracle Financials.

Storage services – Fujitsu provides managed services for a range of storage platforms including EMC, HDS, TSM, Sun, HP, Storagetek, Veritas, CA, and Legato.

Maintenance services – Fujitsu provides maintenance services for leading midrange, enterprise and mainframe IT infrastructure hardware.

Service delivery approach

Fujitsu's service delivery model is based upon the industry standard IT Infrastructure Library (ITIL) and ensures that the most appropriate resourcing model is applied to support your server infrastructure. Fujitsu's investment in enterprise management tools ensures your mission-critical production systems achieve maximum reliability and availability, whilst ensuring future capacity keeps pace with your business needs.

Partnerships

Fujitsu has partnerships with all the leading vendors including Microsoft, Novell, Sun Microsystems, Red Hat, Computer Associates, Citrix, EMC, Oracle, SAP, HP and IBM. These relationships, along with Fujitsu's annual R&D budget of US\$2 billion and ongoing product training and certification for our staff, ensure that Fujitsu remains at the forefront of the industry. The broad scope of our alliances reflects our status in the industry and, most importantly helps us to guide our customers to the most appropriate technologies.

Benefits

- **Reduced costs** – Achieved through the application of ITIL methodology and our shared service delivery model
- **System performance** – Fujitsu's tools and processes will deliver the availability and performance your business demands
- **Access to the latest technology** – Vendor neutrality and our experience as a server management provider enable us to provide innovative technical solutions to help you realise your IT strategy
- **Improved security levels** – Effective vulnerability management
- **Responsiveness** – Using industry-leading management and self-healing tools, incidents and problems are prevented before system performance and availability are threatened
- **Availability of IT skills** – Access to Fujitsu's global knowledge resources and server management technical specialists
- **Speed of execution** – Ability to modify resources to meet the ongoing needs of your business using advanced deployment and provisioning techniques



THE POSSIBILITIES ARE INFINITE

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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