



SERVICE DESK

The help desk evolves

The challenge

The help desk plays a fundamental role in supporting your people, wherever they are – in offices, factories, branch outlets, at home or on the road. If your help desk is effective, you will benefit from increased user confidence and productivity, and ultimately competitive advantage.

But the challenges are significant. Your IT infrastructure demands a wide range of hardware and software support, probably from multiple suppliers. Your users' expectations are growing. How do you keep everything up and running 24x7, without costs spiralling out of control?

The solution

From our Enterprise Management Centres, our experienced Service Desk professionals offer fast and reliable solutions to user problems.

But that's not all. Fujitsu has turned traditional help desk thinking on its head. No longer judged simply by how quickly the call can be dealt with, frontline staff will search for the cause of the problem and establish a process for eliminating it in the long term.

Passing the call on to second-level teams or third parties reduces your users' productivity and increases support costs. To combat this, Fujitsu's Service Desk staff are empowered to deliver the services your users and customers request at the front line.

A Fujitsu Service Desk will not only manage incidents, problems and questions from your users, it will also integrate the activities you need to ensure your IT services are delivered in the most effective way. Customer change requests, lifecycle services and the broader issues of service level management are all handled by the central Service Desk team.

Services can be delivered in a range of ways, depending on user needs. Contact can be made by phone, fax, email, Web-chat, collaborative browsing and user self help.

Our services

The Fujitsu Service Desk is part of an integrated portfolio of Infrastructure Outsourcing services. These can be delivered in a single- or multi-sourcing arrangement. Fujitsu's Service Desk offering can be adapted to suit individual requirements, depending on budgets and the nature of your business.

Clients can choose options ranging from basic hardware and software call handling, incident diagnosis and resolution and remote desktop management, through to full outsourcing solutions.

Service delivery approach

Fujitsu's service delivery model is based upon the industry-standard IT Infrastructure Library (ITIL) framework. This ensures that the most appropriate resourcing model is applied to all services. Clients can choose either a dedicated or shared service desk model to suit their needs and budget.

Because Fujitsu's processes and toolsets are highly integrated, our Service Desk agents have access to technology, information and knowledge that would normally only be available further down the support chain.

Integration between Fujitsu's call management system and enterprise management tools ensure that the Service Desk is immediately aware of the status of all systems managed by Fujitsu, enabling faster service restoration.

Fujitsu provides extensive reporting across all services, for internal use and access by our clients. The Service Desk uses this information to drive initiatives in areas such as process improvement, training, hardware and software deployment and service delivery.

Partnerships

Fujitsu has alliances and partnerships in place with most of the leading hardware and software vendors, including Microsoft, Novell and IBM. These relationships provide Fujitsu with access to all the latest product and support information, thus improving the speed of incident resolution.

Benefits

Improved end user productivity and customer satisfaction	<ul style="list-style-type: none"> • Reduced user down-time • Reduced peer-to-peer support • Ongoing support process improvement
Reduced cost	<ul style="list-style-type: none"> • Shared resource models • Reduced down-time • Reduced repeat calls • Leveraging Fujitsu's technology investments • Self-help technologies
Improved IT service quality	<ul style="list-style-type: none"> • A service culture focused on continuous service improvement • A partnership approach that complements your existing processes and technologies
Reduced complexity	<ul style="list-style-type: none"> • A single point of contact • Centralised management of vendors, suppliers and support teams
Access to multiple support channels	<ul style="list-style-type: none"> • Phone • Fax • Email • Web-chat • User self-help
Global capability	<ul style="list-style-type: none"> • Leveraging Fujitsu's global knowledge, experience and capabilities
Responsiveness	<ul style="list-style-type: none"> • A single point of contact for all IT- and non-IT-related questions 24x7

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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