

Get the benefit of IT – Not the pain of IT IT Managed Services



THE POSSIBILITIES ARE INFINITE

"When we implemented our modern infrastructure linking government agencies and public service institutions we didn't have a technical helpdesk OR a Network Operating Centre to monitor our IT systems and it would have been a major undertaking to develop one. Leveraging Fujitsu's infrastructure and resources gave us instant capabilities."

Adam Monsterrin, Project Director, Government of Trinidad and Tobago

Focus on your core business, not IT..



The Business Challenge

How well does your IT support today's business needs?

Balancing the cost-effectiveness of IT against the value IT delivers to the business is a challenge for many CIOs. Although every organization's business needs and priorities are subtly different, they do still have a lot in common.

- You want to focus key management and staff on core business activities.
- You want an evolving service that continues to meet the requirements of your business.
- You want excellent levels of service, with sensible and predictable costs.
- You need to meet statutory requirements

You want IT to:-

- Deliver differentiated business performance
- Deliver maximum return on your IT investment
- And, you want reduced cost and complexity in managing IT

In short,

You want the benefit of IT – not the pain of IT!

The Fujitsu response

At Fujitsu, we understand your challenge. Our approach to IT infrastructure management ensures:

- We are a trusted IT services partner
- Alignment of IT with your business strategy
- Our **IT Managed & Outsourced Services** leverage your existing IT infrastructure to improve efficiency, build reliability and scalability
- Lower costs and minimize risk

Our Value Proposition

We offer an extensive range of **IT Managed Services**. Fully utilizing Fujitsu's global experience, expertise and best practices, we provide comprehensive and cohesive IT-based business solutions. Our **IT Managed Services** are focused on the IT infrastructure and increasingly the Data Centre environment. These services can be delivered either on-site or remotely; from our facilities. Whatever your business requirements and preferences, we can tailor a package for you, delivered under a mutually beneficial agreement.

Potential benefits for you

- Predictable cost management through simple and easy to understand pricing structure
- Reduced IT operational costs
- Greater focus on core competencies
- Accelerated access to new technologies and skilled resources:
- Proactive maintenance
- Reduced system downtime
- Flexible outsourcing arrangement to support business processes
- Shared business risk
- Commitment to achieving specified and agreed levels of service
- Improved staff productivity and satisfaction by minimizing downtime
- Continual enhancement of the performance of your investment

Why Fujitsu

We have been providing mission critical support for more than 50 years, to the region's Governments, Financial Services sector and Telecommunications organisations, amongst many other companies.

We have the skills, experience, resources and methods to make IT outsourcing the cost-effective way of ensuring your IT systems deliver ROI.

Our **Sense and Respond** approach provides continuous services improvement

We **continually invest in our tools and methods** to ensure best practice and quality services

We **design our contract with you specifically** to meet your business needs, and to keep meeting them as your objectives change over the years.

What We Offer

Most organizations now recognize that managing a complex IT environment is not their core business and to regain control and be able to support their new business requirements, they need to partner with a specialist IT Services Provider. However, not all organizations are at the same stage of their IT evolution and have differing requirements for external support. Fujitsu is in a unique position to provide a range of service options to meet the demanding and varied needs of today's organizations, including:

Full outsourcing - all service elements outsourced and delivered as an overall integrated service solution. This may or may not include the transfer of assets and/or people from the customer organization to Fujitsu.

Partial/selective outsourcing - one or more of the service elements outsourced. There is a wide variety of combinations, which may be added as the company progresses through its IT service journey.

Managed service (MSP) - Fujitsu provides and manages the tools and processes for certain functions such as the service desk, asset and change management.

Our Managed & Outsourced Services

Fujitsu Managed Network Operation Service is a structured set of operation management functions that delivers (24/7/365) predictive monitoring and management of networks (LAN & WAN), servers, storage and possibly applications.

Fujitsu Managed Security is a remote, CPE-based IT security monitoring and management service which provides (24/7/365) security device administration, incident response and security event management.

Fujitsu Managed IT Help Desk is an outsourced service that provides a single point of contact for call management, problem management, vendor management, inventory management and field dispatch without the complexities and high costs associated with running an internal help desk operation. Fujitsu utilizes its helpdesk infrastructure and its management and operational expertise in resolving various client support needs; from basic problem resolution to multi-tiered help desk with integrated dispatch and logistical support for multi-vendor environments.

Fujitsu Hosted Microsoft Exchange is a secure and robust email hosting solution designed for clients that want the communication and collaboration without the challenges of hosting email servers in-house. The service offers optional services including Mobility Support (Blackberry, Goodlink & Remote ActiveSync), Anti-Spam, Anti-Virus, VPN Connectivity as well as Backup, Archiving which meets with standard compliance requirements.

Fujitsu Hosted PBX/VoIP is a secure and robust virtual PBX solution designed for clients that want the communication and collaboration without the expense of an in-house PBX solution or the complexity of a VoIP infrastructure.

Fujitsu Managed Disaster Recovery Services provides partial or complete management and operation of a client's disaster recovery systems regardless of where they are hosted (client's site or co-located).

Fujitsu Datacenter Managed Services

With Fujitsu's Datacentre Managed Services, we will reduce your operational costs through rationalization, consolidation, virtualization, and standardization. You will not have to worry about upgrading or extending the datacentre, nor worry about the technology or staff skills.



Fujitsu Network Operation Centre (NOC)