

# PROJECT SERVICES FOR RETAIL

Delivering the right skills to the right place at the right time



“Overall the new contract is a win-win. Fujitsu came to us with a unique services proposition that was fresh and appealing. Whether you’re looking at process management or maintenance services Fujitsu has a major presence and you’d have to put them in the Top Five.”

Martin Taylor – Head of IT Service Delivery, Mitchells & Butlers

## The resource dilemma

Getting access to the right resource, at the right time can be a real problem. Maintaining an in-house team is often prohibitively expensive\* – and you can never be absolutely certain that you’ll have all of the skills you need.

Similarly, contracting out involves trusting your chosen supplier to having the breadth and depth of resources to supply whatever skills you want when you need them.

## A flexible solution

Through our Project Services team, Fujitsu can meet all sizes of requirement, from the supply of a single engineer for a day, through the rollout of network and desktop equipment to a fully project managed data centre migration.

Whatever you need we have the necessary infrastructure and resources to cope with any IT project. We can install your equipment, electrically test it, load software, audit it and train the end-user all in the same single visit. We also provide maintenance and repair of all equipment we install, so if a faulty unit appears during installation we can repair it immediately.

The types of services provided include:

- Rollout of hardware or software across an organisation
- Testing of equipment for electrical safety, including PA (Portable Appliance) Testing
- Auditing and asset management of software and hardware
- Cleaning computer equipment
- Install, move, add or change (IMAC) equipment
- Project management of rollouts.

Fujitsu can implement a programme of preventative maintenance to help minimise business disruption, especially during peak seasons, and save money by reducing the volume of service support calls.

In addition, we can manage any type of bespoke projects requiring individual resourcing of specialist skills. This can include anything from counter modifications to mount new equipment, such as scanners or customer displays, to the laying of hidden shelf cabling to ensure they cannot be pulled out by children.

### Adding real value

Fujitsu's commitment to 'impeccable service' standards and use of its unique Sense and Respond® methodology mean that customer satisfaction is ensured.

Instead of simply fixing IT problems, Sense and Respond eliminates wasted effort and cost by empowering our staff to find and fix the causes of those problems, so that they don't happen again. Fujitsu can also help identify new and improved ways of working to support improved efficiency and enable business change.

“Fujitsu is a key element in the services we provide to our retail stores, who are extremely reliant on the tills and devices that it provides and supports. Fujitsu not only meets our requirements, but goes beyond the call of duty to provide us with the best possible service.”

Andy White – Service Delivery Manager, Orange

### Delivering tangible benefits

Fujitsu's Project Services team provides a one stop shop to manage all of your requirements, so that you benefit from:

- **Lower costs** – economies of scale in the provision of IT purchasing, professional staff, logistics and storage can reduce project costs by up to 30%
- **Tailored solutions** – services are not 'one size fits all', as skills and solutions are uniquely tailored to your needs, reducing your costs
- **Reduced risk** – utilising the skills and experience of Fujitsu's PRINCE2 qualified professionals you can minimise the risk of business disruption
- **Greater flexibility** – we can provide rapid access to a comprehensive pool of resources and skills
- **Faster results** – Fujitsu's proven management systems and procedures optimise implementation speed and efficiency
- **Guaranteed performance** – service levels are agreed, monitored and reported to ensure the required outcomes are achieved and projects are delivered on schedule
- **Regulatory compliance** – we can ensure that you comply with all prevailing and new regulations, including PA Testing, to ensure conformance and safety and minimise the risk of litigation or penalties
- **Effective management** – we act as a single point of contact, so the delivery of all services is carefully planned to achieve maximum synergy and minimise disruption, wasted effort and unnecessary travel.

In short, whatever the scope and scale of your requirements, Fujitsu can provide a hassle free solution – quickly and cost-effectively – so that you minimise risk and maximise profitability and performance.

### ASK FUJITSU

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