

# PRODUCT SUPPORT SERVICES

*Fujitsu offer a range of software product support services focused on delivering software support on Microsoft, Novell and Citrix products. The services range from reactive advice and guidance to comprehensive proactive and reactive product support. The services are delivered directly by Fujitsu, and form a cheaper, vendor-neutral alternative to contracting directly with one or more vendors.*

## **DELIVERED CUSTOMER VALUE**

Customers will gain value from these services because they:

- Deliver cost savings while increasing business value.
- Provide a single point of contact for Microsoft, Citrix and Novell support, simplifying and accelerating problem resolution.
- Provide vendor-class responses, customer satisfaction and technical skills.
- Ensure vendor neutrality in advice and guidance.
- Leverage Fujitsu's global relations with vendors.
- De-risk customer projects and implementations.
- Learn and share good practice.
- Offer unlimited scope of support in terms of named contacts, users, servers, sites, countries.
- Supports legacy products and services on a reasonable endeavours basis as standard.
- Form part of the solution in Business Continuity Management as they underpin effective restoration of critical services and infrastructure in the event of an outage.



## CUSTOMER BENEFITS

As a result of using Fujitsu's Product Support Services, your IT service will demonstrate:

- **Improved Reliability** – provision of timely and appropriate proactive information means that unscheduled downtime and service outages are reduced. Quality and responsive problem resolution means that when outages do occur, they are resolved as quickly as possible.
- **Improved Maintainability** – being aware of the latest product updates and security releases means that updates applicable to given infrastructure can be applied in a timely, informed, and controlled manner. This means that system integrity and security are maintained and unscheduled downtime and service outages are reduced.
- **Improved Delivery** – using support services from Fujitsu to augment existing IT resources means that time-consuming and challenging problems can effectively be outsourced to our specialised and highly knowledgeable team. Hence IT Department resources are freed to be more proactive and deal with higher-value tasks. The IT Department utilises less resources on fire-fighting and becomes more proactive and responsive as a result.
- **Improved Knowledge** - we provide proactive support information and services from Fujitsu as part of the deliverables. Combining improved reliability and maintainability means greater availability of critical line-of-business systems and supporting infrastructure.



## **SERVICE DELIVERY OVERVIEW**

### **Our Capabilities**

The roles and functional capabilities that are available within the Product Support Group are:

- **Support Engineers** – to deliver solutions and workarounds to problems, and to provide technical advice and guidance.
- **Technical Account Managers** – to deliver service management in the form of problem management, reviews reporting and customer satisfaction surveying. They also provide proactive support information and address product and lifecycle service requests. As part of Service Transition they run and maintain discovery activities.

These capabilities are available in the English language between 0800-1800 Monday to Friday, excluding UK public holidays. Services that include Technical Account Management have the option of 24x7x365 support for critical situations.

### **Core Functions**

At the core of these services is the ability to log Support Requests with the Product Support Group. These Support Requests could be:

- Problems for workarounds and solutions.
- Service Requests for technical advice and guidance.
- Service Requests for product and support lifecycle information.





## **Support Resources**

The key resource capabilities that the Product Support Group can draw upon include:

- Vendor escalation support routes to Microsoft, Novell and Citrix. These are each Enterprise-class managed 24x7 underpinning contracts.
- Partner-only knowledge tools.
- Test labs – real and virtualised to reproduce and investigate problems.
- Reference software from Microsoft, Novell and Citrix.
- Virtualisation from VMware, Microsoft and Xen.
- Vendor-supplied training materials and utilities.
- Public knowledge tools like Microsoft TechNET and MSDN.
- Product Resource Kits.
- Third-party support tools.
- Our technical knowledge and experience.

## **Proactive Service by Design**

Our support Engineers and Technical Account Managers work together to deliver proactive services to customers.

The idea is that proactive and preventative work is more efficient than reactive support. It is better to avoid a problem than to have to solve it.

Specific proactive services are available in the form of infrastructure component health checks and capacity management at component level. Timely and appropriate use of these services will lead to improved:

- Quality of service from IT infrastructure.
- Consistency of service and uptime.
- Predictable service performance.
- IT governance.
- Information for decision-making.

## WHO CAN BENEFIT?

These services are applicable to any organisation using software products from Microsoft, Novell and/or Citrix. They are not specifically geared to any particular size of business or sector.

One of the strengths of the services are that they can be sized and customised to meet exact customer requirements – this ensures quality through conformance to requirements and value through a right-sized support solution.

The services are designed to augment, not replace, an existing IT Department or function. Typical scenarios include:

- IT Manager/Director observes that staff are overworked and struggling with a small but persistent number of highly challenging and resource-intensive problems.
- Review of vendor escalation contracts reveals that customer is buying separate support contracts for Microsoft, Citrix and Novell product support either from the vendors themselves or third parties. These could be consolidated to a single support contract with Fujitsu, reducing both cost and complexity.
- IT Manager/Director wants to move the IT department from a purely reactive stance to a more proactive and controlled situation where informed strategic decisions can be made with confidence.
- IT Manager/Director wants both impartial advice, but also the ability to get definitive answers direct from Microsoft /Novell/Citrix.
- The organisation is looking to evaluate or deploy Linux on the server or desktop in order to reduce cost, but is concerned about access to support, or the hidden cost of support. Our support services include full support for Novell SuSE Linux. Service Quality is measured at the point of problem closure on every support request.



## **SERVICE QUALITY & FEEDBACK**

All our customers are given the opportunity to complete a detailed web-based survey. Although the survey is optional, return rate is constantly 40%+, and the feedback directly informs staff appraisal and objectives. Customers are encouraged to complete surveys through a quarterly draw of completed surveys for an Apple iPod.

In delivering this service, our primary measure of success is in terms of customer satisfaction- proven delivery of impeccable service.

### **What our customers say about us;**

“The call was dealt with professionally and in a structured manner to ensure the best possible resolution was achieved.”

“Service was excellent. Call was well handled and the engineer followed up the investigation regularly.”

“Case was handled with the level of expertise and courtesy that we have come to expect from product support.”

“Impeccable service as usual from PSG on what was a critical problem for the customer. Many thanks.”

“Generally very good... and quick. Clearly dealing with people of a solid technical nature, which is always good.”

