Client Challenges
Huge opportunities exist for Chinese companies and for global corporations in the information technology (IT) marketplace, both as sellers and buyers. China, like India and many other emerging economies, offers price-effective, world-class applications development and maintenance. And the enormous potential of China’s emerging IT market—particularly with regard to implementing new, “leapfrog” technology—has caught the attention of many global corporations. However, achieving the right balance of trade is not easy. As many companies have found out, China is not a market for newcomers.

Fujitsu’s China Delivery Center offers a price-effective applications outsourcing solution that leverages Fujitsu’s long presence in China. Excellent working relationships with local companies provide regional benefits to facilitate balanced trade.

The Fujitsu China Delivery Center: An Established Presence
Fujitsu has been operating in China since 1974, when Fujitsu participated in a submarine cable project linking China and Japan. Since then, Fujitsu has expanded its presence in China to more than 35 registered, China-based companies. As a result, Fujitsu enjoys long-established, healthy business relationships with Chinese businessmen and government officials.

Fujitsu’s China Delivery Center consists of a 2000-seat, state-of-the-art campus located at Chang Ping, one hour north of Beijing. The campus features 3 administrative buildings (including cafeteria and other shared facilities), 2 delivery buildings, approximately 16 residence buildings (some for families and other for singles), and its own power-generation facility. The Center is accredited at ISO9001 and CMM Level 3, and is currently pursuing CMM Level 4 (target is 2004).

Safe and Secure
Security at the Fujitsu China Delivery Center is top notch to ensure protection of client intellectual property (IP). Security measures include:
- Gated campus with security guards at the entrance, plus security guards at the entrance of delivery and administrative buildings, with standard reception security and guest sign-in
- Delivery room access protected by ID pads, with photo ID for each employee
- Separate LANs and separate physical rooms for each client’s project team
- Desktop computer lockdown (i.e., no CD or diskette drives, USB port shut-off)
- Restricted Internet use
- Internal email only

Part of a Global Delivery Network
The new Chang Ping campus further expands the Fujitsu Global Delivery Network, which features long-term, stable operations of the highest quality in China, Canada, India, and the Philippines.
The Fujitsu Global Delivery Network

<table>
<thead>
<tr>
<th>Location</th>
<th>Year Operations Began</th>
<th>Quality Certifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td>1979</td>
<td>ISO9001, CMM3, CMM4 in 2004</td>
</tr>
<tr>
<td>Canada</td>
<td>1982</td>
<td>CMM3, CMM5 planning underway</td>
</tr>
<tr>
<td>India</td>
<td>1982</td>
<td>ISO9001, CMM5</td>
</tr>
<tr>
<td>Phillipines</td>
<td>1993</td>
<td>ISO9001, CMM3 in 2003</td>
</tr>
</tbody>
</table>

As an option, North American and European clients seeking a secure, easy migration path to outsourcing and/or doing business in China, India, or the Philippines can reduce risk by contracting with the Fujitsu Consulting Atlantic Delivery Center (ADC). The ADC provides a low risk, high value gateway to the whole Global Delivery Network. Employing a global sourcing delivery model, the ADC allows clients to balance cost and risk effectively. The ADC offers:

- Flexibility to re-assign selected work to multiple off-shore locations
- 7 x 24 x 365 coverage
- State of the art communications including T1 and VPN
- Business-driven Service Level Agreements (SLAs)
- Best-practices using leading edge software suites
- World-class, CMM-L3, ISO and ITIL compliant processes
- Redundancy and security through access to multiple physical sites
- Clear definition of business and IT roles and responsibilities
- Focused system documentation
- Rigorous release management

The ADC provides effective support, maintenance, and development of IT business solutions for multiple remote clients, and has successfully served over 40 North American clients, including AT&T, Boeing, Honeywell, Merrill Lynch, Michelin Tires, Nortel Networks, Sprint PCS, Government of Canada, NB Medicare, Atlantic Health Sciences and other brand name companies. Services include Application Management and Development, Package Management (focused on PeopleSoft®, Oracle®, and SAP®), Service Desk Management, Applications Testing, Database Administration and Network Management.

The Bottom Line

Around the world, established relationships are at the heart of business. Fujitsu’s new, state-of-the art China Delivery Center at Chang Ping offers a price-effective offshore solution for applications outsourcing while building on Fujitsu’s longstanding business and government ties with China. In addition, the China Delivery Center is part of the Fujitsu Global Delivery Network, which also includes near-shore and offshore solutions in Canada, India, and the Philippines. Clients benefit from:

- Access to experts on demand
- Higher productivity with fewer staff
- Economies of scale arising from being part of a multi-client base
- A strong, stable local and remote client base
- Consistent high quality
- Multi-location redundancy to reduce the risk of any unforeseen geopolitical impacts
- An optimized blend of offsite vs. onsite
- Flexibility and adaptability plus a problem-ownership work ethic

Fujitsu manages the total set of Global Delivery Network resources using standard best practices and methodologies that minimize regional differences, maintain the highest levels of quality, and drive down costs. As a Global Delivery Network client, you will be part of a truly global sourcing solution with the right balance of cost and risk.

Fujitsu leverages global capabilities to meet local needs while delivering 30- to 70-percent cost reductions.
Experience the Fujitsu Consulting Difference

As the management- and technology-consulting arm of the US$45-billion Fujitsu group, Fujitsu Consulting integrates the core expertise of Fujitsu companies and its partners to deliver complete solutions to businesses and government in the areas of Information Management, Legacy Modernization and Managed Services. The scope of these offerings extends from strategic management consulting to the tiniest detail of infrastructure operations. Through its industry-recognized strategic methodology, Macroscope®, Fujitsu Consulting assists clients in incorporating more value into their investments and driving their leadership in the marketplace.

*We work with you to create solutions and produce results that drive your business.*