

## Outsourcing Solutions that Deliver Business Value

### Managed Services



### IT Service Delivery Challenges

How should the information technology (IT) organization be reshaped? What does it take to shift the focus from tactical to strategic? As organizations struggle to reduce costs, deliver improved business results, and change the way they deliver services, they face a number of serious challenges:

- Refocusing corporate resources on the core business and client-facing, revenue-generating activities—and away from resource-draining technology issues.
- Dealing with rapid technology innovation that exceeds the ability to acquire and leverage newer, more cost effective technologies and achieve key business objectives.
- IT needs to be flexible and demonstrate innovative thinking to make changes quickly and cost-effectively in response to business demands, while still protecting the investment in core business processes.
- Reducing IT operating and capital costs while improving service levels to the business and not compromising future business solution development and investment priorities.

To overcome these and other IT challenges, many organizations are turning to outsourcing solutions as a way to deliver fast and cost-effective change. Outsourcing options range from full-scope outsourcing of applications and infrastructure, to selective outsourcing of infrastructure or applications, to business process outsourcing. It is imperative to select the right outsourcing model and a service provider you can trust—one that enables the step-wise, transformational changes necessary to achieve real business value.

Fujitsu Consulting offers business-oriented, value-based outsourcing solutions with a strong focus on achieving organizational change and delivering sustainable business value.

### Value-Based Outsourcing

Fujitsu Consulting collaborates with clients to develop and implement value-based outsourcing solutions in step with business drivers. We work with clients to identify, measure, and track ongoing service delivery against key performance indicators (KPIs) that are meaningful to the business. Fujitsu Consulting has over 18 years of successful outsourcing experience helping clients worldwide to transform their IT organizations into world-class business partners.

Fundamental to our outsourcing solution is a focus on the relationship with our clients over the life of the engagement. Fujitsu understands that organizations are subject to the changing needs of the business, economy, competition, and marketplace fluctuations. Therefore, the business relationship with the outsourcing partner needs to be structured to allow flexibility to respond quickly and with agility to take advantage of change to create sustainable business value. Fujitsu Consulting achieves this through:

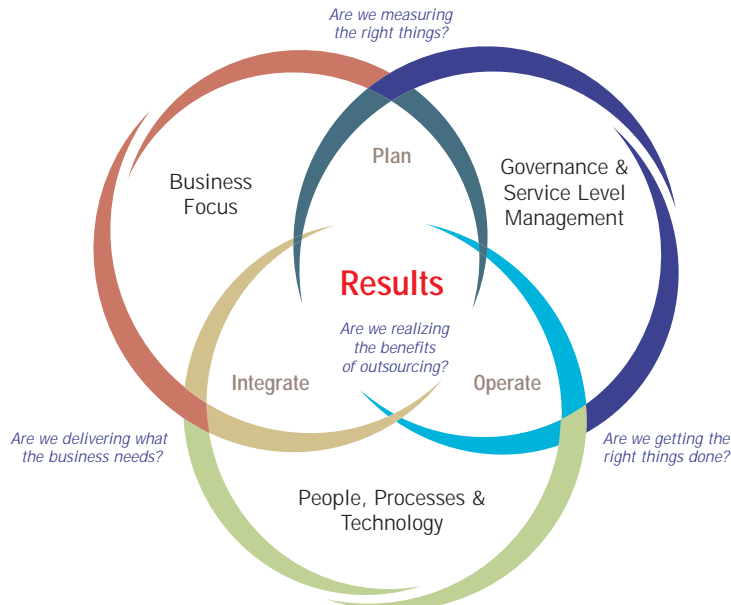
- **Client involvement**—A joint governance process keeps you involved through a multi-tiered engagement model. Our joint success comes from developing and achieving common objectives and goals for the outsourcing relationship.
- **Visibility**—Business strategy is linked to execution by providing visibility into what is happening at every stage of the engagement and linking these results and impacts back to the business priorities and the outsourcing objectives.
- **Business-based service levels**—Our service management approach links service levels to business outcomes or KPIs through an Executive IT Dashboard.
- **Innovation**—We offer innovative commercial and financial models as well as leveraging technology expertise and business thinking to deliver value-add solutions for your business. Resourcing models include co-sourcing options with a “service anywhere” delivery model leveraging onsite, near-shore, and offshore resources.
- **Integration**—Our integrated solution fuses technology with business requirements to reduce total cost of ownership and deliver measurable business benefits. We employ a transition management approach that facilitates quick, low-risk transfer of services.
- **Ability to execute**—Our results-oriented execution is powered by our industry leading methodology, MacroScope®, and a strong focus on quality through SEI-CMM, ISO and ITIL compliance. Our global reach provides the scalability to grow solutions as your business grows. Through our collaborative approach and workflow management tools, we bring the right capabilities and skills together independent of geography to deliver results to our clients.

## The Right Business Model

As illustrated, Fujitsu Consulting offers a balanced business model for outsourcing:

1. Business focus
2. Governance and service level management
3. People, processes, and technology

These three elements ensure a “balanced scorecard” for delivering the right business results by continually answering Fujitsu Consulting’s Four “Are’s” of Outsourcing.



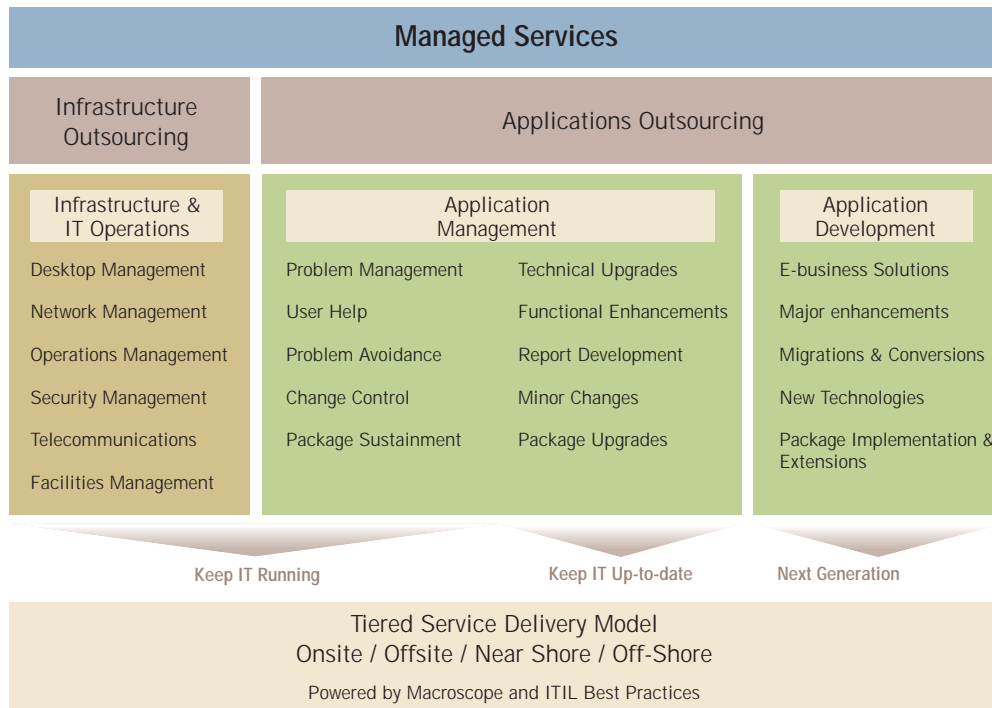
**Business Focus:** Fujitsu Consulting's value-based outsourcing approach links IT outcomes to the desired business results in a cohesive management program by linking strategic directions (plan) with tactical initiatives (integrate) and day-to-day service delivery activities (operate). Integrated into our service management model is our Portfolio Management approach that provides a roadmap to select, execute, manage, and measure an optimum set of IT program investments (i.e., the portfolio) to minimize risk and maximize value for the organization.

**Governance and Service Level Management:** Joint governance processes keep clients involved, with full visibility into what's happening, at every stage of the engagement. As the single point-of-accountability, Fujitsu Consulting takes responsibility for the integration, enhancement, and evolution of IT assets, business applications, and professional staff to reduce total cost of ownership, increase the return on IT investment, and align IT initiatives with business priorities. We implement and measure service levels based on what is important to the business and take an enterprise view of the business transaction.

**People, Processes, and Technology:** Our technology expertise encompasses almost every aspect of applications management and infrastructure support, including legacy applications, custom-developed e-applications, and package solutions. Our skilled workforce is trained in a comprehensive suite of methods, tools, and best practices including our industry leading Macroscopic® methodology with a strong focus on quality through SEI-CMM, ISO and ITIL compliance. We are experienced in Microsoft®, web-based technologies, Oracle®, PeopleSoft®, SAP®, Glavia, Documentum, commercial off-the-shelf (COTS) applications, and much more.

## The Right Offerings

Managed Services from Fujitsu Consulting includes infrastructure operations and management, applications management and application development services to deliver IT solutions that enhance business operations and create sustainable business value. As your business partner for outsourcing, Fujitsu Consulting can also break down "silos" of expertise and convert roadblocks into enablers, thereby facilitating IT transformation and high-performance service delivery. As illustrated, integrated IT services are focused on **keeping IT running, up-to-date,** and **evolving for the next generation** of business solutions.



We offer a full range of services from selective applications outsourcing through to Business Process Outsourcing:

- Application Management Services
- Package Management Services
- Application Development Services
- Application Conversions and Migrations
- Full-scope IT Outsourcing
- Business Process Outsourcing

Fujitsu Consulting will work with you to develop a commercial and contract model that will suit your business requirements. Services are provided through our Global Delivery Model leveraging a network of delivery centers around the world, including India and the Philippines; this complements and enhances our local delivery capabilities.

In addition, acting as the master integrator, Fujitsu Consulting will take full responsibility for the services delivered and will take care to bring the right partners together to deliver a business solution that fits your requirements. You benefit from a managed services program tailored exactly to your business needs, with access to all the right capabilities and skills, delivered globally through Fujitsu Consulting and the Fujitsu family of companies and our Alliance partners.

## The Bottom Line

Fujitsu Consulting's approach to Managed Services involves customizing, implementing, and monitoring an outsourcing solution molded to your business and strategic IT objectives. We will be your preferred business partner and take full accountability for end-to-end IT service delivery to reduce your total cost of ownership, drive innovation, create sustainable business value, and facilitate organizational change.

We help you decide what business functions can reasonably be outsourced and what functions need to be retained. Then we work with you to develop—and implement—a business model for a strategic outsourcing program that delivers measurable business value.

You will be able to transform and align complex IT functions with business objectives, and achieve more cost-effective IT management and service delivery. With Fujitsu Consulting, you have an outsourcing partner dedicated to delivering innovative, agile, and sustainable solutions through integrated, end-to-end, best-in-class infrastructure and application management.

*Outsourcing solutions from Fujitsu Consulting solve business problems by managing change to deliver real business value.*

## 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.*

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