

Package Management Services



Harvest the Value of Package Investments

Client Challenges

Implementing and managing a package solution to ensure that anticipated business benefits are realized and harvested is a complex, expensive, and at times a daunting task. As clients struggle with reducing and predicting the ongoing package support and maintenance costs, they need to balance business needs and priorities to support business process improvement and deliver sustainable business value.

Package Management Services from Fujitsu Consulting

Fujitsu Consulting offers a comprehensive solution for the management of your package environment that will deliver sustainable business value. Our continuum of Package Management Services supports the entire life cycle of package management including:

- **Implementation** – Design, Configuration and Deployment of the ERP or common off-the-shelf application to integrate new processes into business operations
- **Ongoing Management & Operation** – User Support, Upgrades, Interfaces & Reporting to keep the package up-to-date and running
- **Extension** – Add Modules, Expand into new Business areas, and Enhance processes by focusing on continuous improvement initiatives to expand the value of the package to business operations
- **Consolidate and Replace** – Migrate to a standard or centralized package solution to respond to shifts in business requirements, acquisitions and mergers, or changes in the software vendor landscape

Whether you are running Oracle® e-Business Suite, SAP®, PeopleSoft®, or other commercial off-the-shelf (COTS) applications, or some combination of the above, your business will benefit from our integrated approach. We work with you to structure a mutually beneficial business model that allows you to focus on your core business processes while we focus on the cost-effective delivery of package management services. Our flexible and joint governance model for service delivery provides you with the options to budget for periodic upgrade services, ongoing support services, and governs the service delivery to ensure your business objectives are being met.

Our “service anywhere” model incorporates onsite, off-site, near-shore, and offshore service delivery, allowing clients to balance risk and costs depending on the different package management requirements and business process improvements for your business.

When to Use Package Management Services

If you seek the right balance between upgrading, extending, consolidating, and finding new ways to get more value out of your package applications, Package Management Services can provide new answers. Fujitsu Consulting can help you determine:

- How to align your package solution investment with your business priorities
- How to predict and control ongoing package management support and upgrade costs
- Whether you have the right skill set and experience available to deliver cost-effective business enhancing changes and anticipated results
- Whether you have the right portfolio of enterprise applications, and if they are appropriately integrated to realize the anticipated business benefits

Benefits of Package Management Services

Fujitsu Consulting's Package Management Services provide:

- Access to a global pool of experienced professionals to deliver package management services
- Ability to leverage best practices through knowledge transfer and access to experts on demand
- Lower total cost of ownership for your package environment through economies of scale, planned releases for upgrades, and consolidation
- Currency and relevancy of package environment through planned releases and upgrades that are aligned with your business needs
- Improved service levels for the business through a single-point-of-contact Service Desk
- Integrated, end-to-end management of your package environment, including interfaces into other corporate applications and reporting
- Predictable package management costs year over year

Package Management Services Features

Fujitsu Consulting expertise in package application management allows us to offer best-in-class, low cost service delivery alternatives. We will:

- Assume responsibility for the implementation, management, upgrades, and integration of your packaged application environment
- Implement "balanced scorecard" approach to service management driven by business-oriented Service Level Agreements (SLAs)
- Provide a single-point-of-contact service desk for your business users
- Provide access to experts on demand through a shared services model
- Provide hosting capabilities for your package environment
- Deliver fast, reliable package upgrade services to keep your package environment relevant
- Assist and manage the extension of your package solutions into other areas of your business and coordinate the wind-down, archiving and decommissioning of the replaced applications
- Take over responsibility for the ongoing maintenance of your software product environment for packages no longer supported by the software vendor and provide you with an upgrade path
- Bring you a skilled workforce trained in a comprehensive suite of methods, tools, and best practices

Our services feature results-oriented execution powered by Fujitsu Consulting's award winning methodology, Macroscopic[®], our value-based outsourcing approach, and a strong focus on quality through SEI-CMM, ISO, and ITIL compliance. Fujitsu Consulting integrates our Macroscopic methodology with the methodologies used by the major ERP package vendors to provide a comprehensive, end-to-end full-life cycle management for your package environment to delivery sustainable results.

Bottom Line

With Fujitsu Consulting, your package environment will be managed, enhanced, and optimized to increase its business effectiveness. Over time, as your business requirements change and new solutions become available, we will maintain high service levels while working with you to evolve your package environment to deliver business value and competitive advantages. You will be able to manage the investment in your package solution more effectively—and harvest increased business benefits over time—while continuing to enable ongoing business changes.

Fujitsu Consulting delivers business value through cost-effective package management.

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, Macroscopic[®], 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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