

“Fujitsu’s flexibility and dedication was a major driver behind the success of this global project for Legrand.”

Philippe Mézan
Head of IT Managed Services
Legrand

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At a glance

Country: France
Industry: Electrical installations
Founded: 1865
Employees: 36,000
Website: www.legrand.com

Challenge

- Harmonize support for users in all countries
- Consolidate central governance
- Reduce costs
- Redeploy internal resources
- Provide a high-quality industrial service and excellent response, whatever the country

Solution

- Implement an industrial services model providing highly-centralized governance, guaranteeing the application of processes and the technical platform across the board
- Deployment of the model in 50 countries
- Creation and desktop masters updates for all countries deployed

Benefit

- Harmonized support processes
- Gradual integration of newly-acquired organizations
- Guaranteed efficiency thanks to commitment covered by new high-level SLAs
- Optimized deployment of the central model across all countries in all languages
- Centralized reporting thanks to a single point of contact for the entire globe: Fujitsu

Customer

Legrand is a French industrial group historically based in Limoges, in the Limousin region of Central France. It is one of the leading suppliers of products and systems for electrical installations and information networks. The firm is the global specialist for electrical and digital building infrastructures. Distributing to more than 180 countries worldwide and with a presence in 90 of them, Legrand employs 36,000 people – 20,000 of whom use its IT systems. In 2015, Legrand turned over €4.8 billion, strategically focusing on future markets in new economies (40% of its turnover).

Products and services

- Workplace Services, levels 1 and 2
- Multilingual Service Desk: 13 languages
- On-site Maintenance: 40 countries across all every continents
- 16,000 users served every day; 22 000 in target



Challenge

As part of its plan to promote external growth (having made 140 acquisitions since the 1970s), Legrand was seeking to build a standardized model to integrate IT support for the new organizations it acquired. The aim was to deploy a unique yet traditional service desk format for the different countries, providing a single point of contact.

In 2008, the e-C@re project was subsequently launched. The objectives were to:

- Increase the quality of assistance offered to users
- Provide a consistent, high-quality service to all Legrand users in all countries and at all Legrand sites
- Free up Legrand's internal resources for supporting activities in order to redeploy them to IT projects related to Legrand's core business
- Reduce IT support costs.

Solution

Fujitsu implemented a true infrastructure 'control tower' in order to centralize the global management of IT user support. From the single point of contact at its base in Lisbon, Fujitsu controls the entire Service Desk. Thanks to its extensive international coverage provided by local resources, the model has been gradually deployed in successive stages in 40 countries. As the model continued to be rolled out, Fujitsu added new languages to its Lisbon-based help desk, now offering its services 24/7 in 13 different languages.

Benefit

By implementing a dependable standardized service model and by centralizing governance to offer more efficiency, deployment in the different countries could not have gone better. With the installation of a multilingual Service Desk, support processes have now been harmonized, which has allowed the e-C@re model to be deployed in every country and every language. Each deployment in a new country involved providing a telephone line to the help desk to take calls in the relevant language as well as a local support team, delivering an end-to-end service for users in that country.

There have been plenty of benefits for Legrand. First of all, the customer has acknowledged the high degree of flexibility and response by Fujitsu teams in terms of both the business aspects and the service desk. The care provided has been reassuring for Legrand and has allowed any issues to be managed highly effectively.

The quality of the technical support has also been demonstrated, with an excellent rate of technical issues resolved remotely. This has enabled Legrand to make considerable savings, as resolving issues remotely does away with the need to intervene on-site, which can end up quite costly for the customer.

What's more, the capacity of Fujitsu's teams to effectively manage stressful situations of being faced with users experiencing technical issues makes a huge difference in overall satisfaction with the service desk. The way Legrand sees it, the reason why Fujitsu is so effective is because of the profound involvement and motivation of its technical support, which are key determiners of the service quality. Thanks to the global offer of services quality, Legrand now enjoys optimized infrastructure, with costs kept under control and considerable savings made in turn. This is no wonder given that direct costs have been slashed (fewer on-site interventions) and various losses reduced (in terms of time, energy and productivity) in relation to a significant number of technical problems encountered every day.

Fujitsu had the right expertise to support Legrand in its plans for globalization and external growth, demonstrating the effectiveness and quality of its service, and proved itself to be an indispensable partner in implementing the Service Desk. Thanks to our global presence, Fujitsu was able to adapt the delivery model to every country, making the challenge a piece of cake. Legrand has now become a loyal client whom Fujitsu is supporting in its strategy to develop its business internationally. Our ability to cover 16,000 users in 40 countries has largely been possible through the advisory role that Fujitsu has maintained throughout the years and a relationship built firmly on trust. The success of the project has also been down to Fujitsu's flexibility in synchronizing the timing of the deployments with Legrand's internal operations and supporting Legrand in encouraging the different countries to adopt the new model beforehand.

Finally, Fujitsu also had the knowledge to gradually expand the operational model, with a continuous research program to improve services ever since the contract began in 2008. Once the project was implemented in the main countries, the processes harmonized and the services adopted by users, Legrand quite naturally renewed its faith in Fujitsu. The contract was extended between the parties in 2016, sealing Fujitsu's commitment to delivering the e-C@re model to every country where Legrand is active.

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