

# Fact Sheet

## ICT One Touch

Your one answer for all your next-generation ICT needs



Every organization relies on a strong yet agile ICT infrastructure for operational efficiency and productivity. However, provisioning and managing one uses up valuable resources that are also needed for building competitive advantages and exploring new business opportunities for sustainable growth.

With ICT One Touch, you leave all your ICT needs in expert hands. The all-in-one ICT solution, brought to you by two ICT leaders Fujitsu and KDDI, harnesses our best-in-class ICT infrastructure, data center facilities, network connectivity and IT expertise to give you a competitive edge. By subscribing to our one-stop solution, you enjoy higher flexibility and better allocation of your IT resources on core business innovations, while having full control over your ICT resources and needs more efficiently using real-time data and analysis.

### 4 Reasons to choose

#### 1. Strong customization:

A wide selection of Fujitsu platform models and configurations are available, and can be customized to meet diverse business requirements.

#### 2. Improved cost-efficiency:

Moving from CAPEX to OPEX with monthly subscriptions reduces upfront hardware investment burden, while improving budget forecasting and business-IT alignment.








#### 3. Reduced business risks:

Use of ITSM-based business processes eliminates dependency on individual expertise, ensuring business continuity and elevating service quality.

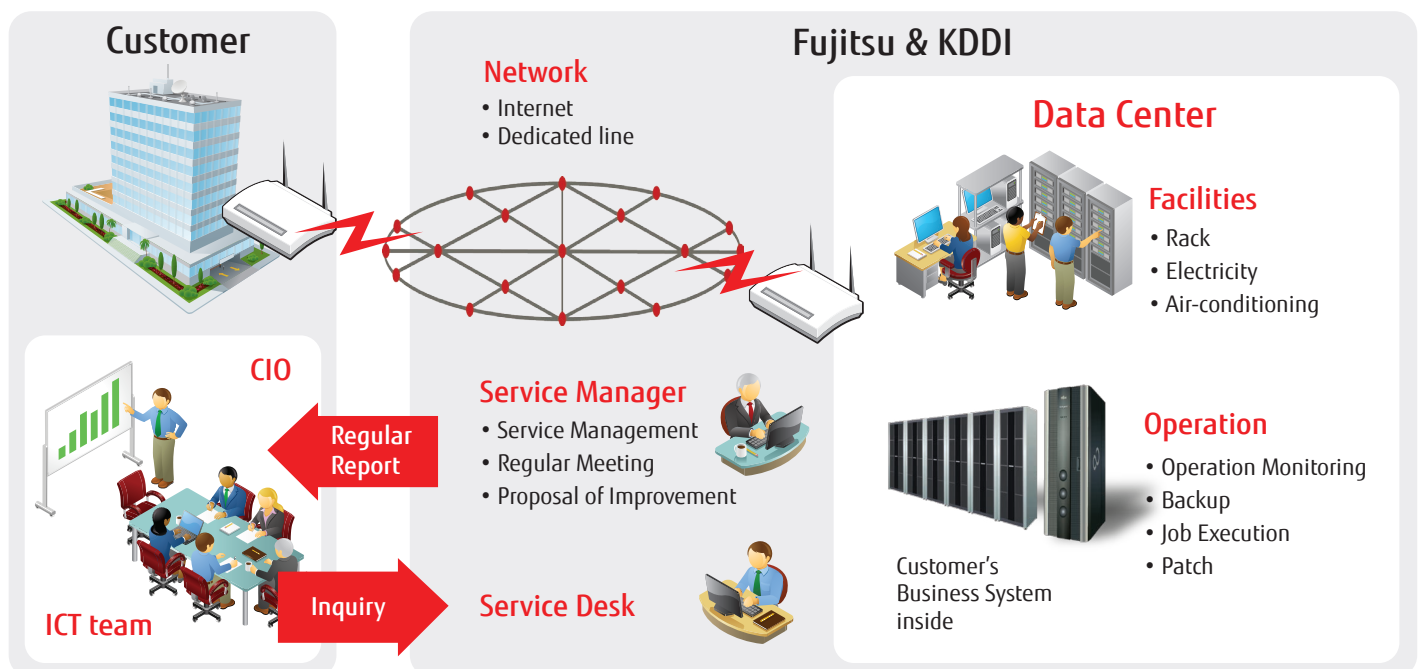
#### 4. Manpower on demand:

Professional system integration service, available as an optional value-added service, offers the flexibility to expand manpower resources and application expertise when needed.

## Service offerings

 <b>ICT Equipment</b>	<ul style="list-style-type: none"> <li>• Extensive range of hardware products for servers, storage, networking etc. for leasing</li> <li>• Choose the right mix of products for your business needs is easier with Entry, SME and Large-scale enterprise models</li> </ul>
 <b>Server/ Network Installation &amp; Maintenance</b>	<ul style="list-style-type: none"> <li>• Comprehensive server and network implementation / provisioning service</li> <li>• Highly responsive maintenance service, including server monitoring, regular backups and failure handling, etc.</li> </ul>
 <b>End-User Device Installation &amp; Maintenance</b>	<ul style="list-style-type: none"> <li>• Easily setup and maintain client environments, including laptop PC, tablet PC, thin client PC etc.</li> <li>• OPTIONAL: Deployment of VDI (Virtual Desktop Infrastructure)</li> </ul>
 <b>Data Center Space Rental &amp; Operations</b>	<ul style="list-style-type: none"> <li>• All-in-one Data Center service, including rack space, electricity and DC facilities (air-conditioning, UPS, etc.)</li> <li>• Network service for internet / dedicated line connectivity</li> </ul>
 <b>Service Desk</b>	<ul style="list-style-type: none"> <li>• Strictly adheres to ITSM principles</li> <li>• Eases management of incidents and requests etc.</li> <li>• Features 1<sup>st</sup> line (Call handling) and 2<sup>nd</sup> line (Remote and on-site support)</li> </ul>
 <b>Business Application Setup &amp; Hosting (MS Exchange, etc.)</b>	<ul style="list-style-type: none"> <li>• Easily setup and maintain business applications</li> <li>• Covers email server setup</li> </ul>
 <b>Service Management &amp; Reporting</b>	<ul style="list-style-type: none"> <li>• Gain full visibility of the status of all services</li> <li>• Monthly reports and regular meetings share the service status and highlight improvement points</li> </ul>

## How ICT One Touch works



### Contact us

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