

Case Studies

1 Customer: A leading insurance company

Solution:

Fujitsu Hong Kong assisted the customer to tackle talent acquisition challenges by managing the whole process from recruitment to selection within a tight timeline.

Customer Benefits:

With the right project talents onboard, the IT infrastructure upgrade project was implemented smoothly and successfully.

2 Customer: A renowned international investment bank

Solution:

The customer was looking for a dedicated IT helpdesk for first- and second-tier support in Beijing, Shanghai, Hong Kong, Taiwan and Philippines. Fujitsu Hong Kong provided a fully managed IT helpdesk with dedicated subject experts. Additional resources were used to ensure the helpdesk was in full operation in the event of planned and unplanned incidents.

Customer Benefits:

The fully-managed helpdesk centralized all support requests and offered a single point of contact for all first- and second-tier support issues. Service pledge included staff replacement within 4 hours if there is a gap in resources and engineers trained within 2 weeks before entering field service.

3 Customer: Multinational bank and financial services company

Solution:

The customer required 24/7 smart hand support for its data center, while facing high turnover rate. Fujitsu helped enhance staff development by offering cross-training and induction programs via online university.

Customer Benefits:

Staff development programs increased staff retention while cross-training enabled skills and knowledge transfer between staff. Overall, a high-level of service was maintained thanks to the backfill resources provided by Fujitsu.

Why global clients choose Fujitsu

- A single point of contact for end-to-end IT talent acquisition and management.
- Provision of dedicated IT professionals from Fujitsu's engineering pool ensuring companies can benefit from up-to-date IT knowledge and skillsets.
- Easy access to talent resources for replacing key roles, filling up business-critical positions and acquiring short-term project skills can help meet tight deadlines.
- Proven methodology with governance and processes that conform to international standards.

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Fact Sheet IT Talent Sourcing

Optimized talent sourcing for the best in insourcing and outsourcing





New trends in service provisioning and utility models are allowing IT staff to focus on core business processes and shoring up the value chain. But you still need the right talent to ensure seamless transitions, smooth project executions and managing unplanned situations.

Fujitsu offers a simple answer: IT Talent Sourcing. The process-driven methodology eases IT talent supply chain management concerns, helping you effectively drive innovation, manage staff recruitment and retention, and even offer temporary staff reprieve when you need key talents on short notice.

Why IT Talent Sourcing matters

You may have a great idea, an ongoing project or a streamlined operation, but you can't always predict changes in talents and staff. To maintain a consistently high level of service, you need the right talents at the right time. When your IT staff is away, Fujitsu assists you by providing back fill so that your operations and projects can continue without hassle. Key benefits include:



Improved cost efficiency

- Reduce recruiting and payroll expenses
- Save costs and time on HR administration

Maintain quality

- Access the right IT professional advice on IT strategy, project consultancy and implementation
- Optimize talent recruitment with proprietary processes and assessment tools

Better productivity

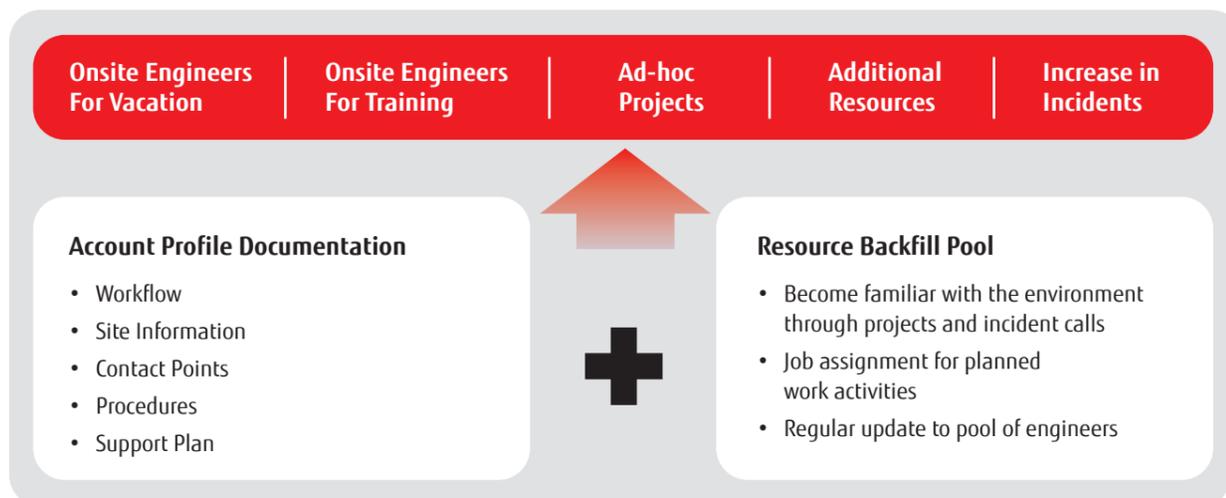
- Increase operational efficiency and quality of service

Increased agility

- Flexibly meet your on-demand recruiting needs
- Easily scale up or down based on your changing business needs

What's more, your HR requirements can change at any time. An urgent personal holiday, an unforeseen tragedy or resignation can waylay well-prepared plans. Sometimes, businesses may need urgent resources on a temporary basis but cannot afford to wait for recruitment processes. Fujitsu Back Fill Resource can fill this need on demand.

Demand in Resources

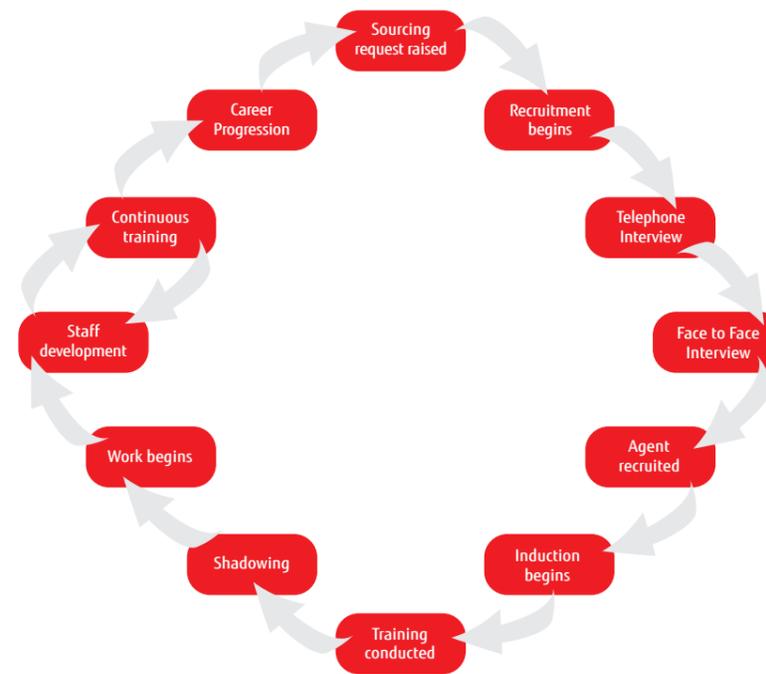


Industry's Proven Best Practices on talent development

Fujitsu uses an end-to-end approach for IT staff resources lifecycle. This includes a well-defined sourcing methodology, proven retention strategies and staff development plans, and a two-way approach for maintaining high service quality.

IT Staff Resources Lifecycle Management

Fujitsu offers an end-to-end solution for the entire staff recruitment lifecycle:



Sourcing Method

- Establish Talent Acquisition Team
- Implement unique tracking codes on Google Analytics to take an in-depth look at how candidates discover job listings and adjust talent sourcing strategies accordingly
- Using business intelligence by tools along with recruitment software systems and integrated talent management solutions to analyze the best sources for key talents at the acquisition and performance management stages

Retention Strategies and Staff Development Plans

Fujitsu offers a four-step strategy to develop and retain individuals.

ORGANIZED TO RETAIN BEST TALENTS



Two-pronged approach to maintain high service quality

Staff Development Plans provide staff with training, coaching and opportunities to gain particular work experience.

Service Excellence Model uses a combination of measures and surveys to ensure the quality of IT services meet customer expectations.