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Stuart Fletcher, IT Infrastructure Manager, Forestry Commission



Customer's Challenge

The Forestry Commission is the government department responsible for forestry policy throughout Great Britain.

Its mission is to protect and expand Britain's forests and woodlands and increase their value to society and the environment through the development and promotion of sustainable forest management.

The work of the Forestry Commission is conducted in England, Scotland and Wales. The department manages more than 1,000,000 hectares of public forests, woodlands and other land.

Stuart Fletcher, IT Infrastructure Manager, Forestry Commission, comments, *“In 2001, our organisation was re-aligned to ensure that we could directly support the requirements of the Welsh Assembly and Scottish Parliament and Westminster. It meant that our IT budget was no longer held centrally, but by our internal customers, so when we had to renew our hardware maintenance and call logging contract we needed a partner who was willing to tailor their services to meet our unique operational needs.”*

SUMMARY OF KEY FACTS

Organisation

Forestry Commission

Service/s delivered

UK-wide call logging and maintenance services, plus additional engineering and consultancy services

Key metrics

- 120 sites in England, Scotland and Wales
- 2,500 users

Benefits

- Improved value for money - increased service levels and saving £30,000+ a year on engineering and consultancy
- Optimised system availability - SLAs are now running at almost 100%, with 80% of problems fixed first-time
- Increased productivity - faster problem resolution enables users to continue working longer
- Access to specialist resources - business and technical expertise is available on an 'as needs' basis
- Accurate budgeting - costs are entirely visible and predictable over the contract life
- Simplified supplier management -single point of contact for all service management issues
- Focus on the core business - staff can concentrate on future requirements and higher value activities.

Fujitsu's Solution

Following a competitive tender through the government procurement catalogue, GCat, the Forestry Commission awarded Fujitsu a three year contract, with an option for two more years, to provide a UK-wide call logging and maintenance service.

The service, which covers all 120 Forestry Commission sites in Scotland, England and Wales, requires Fujitsu to log all the Commission's ICT calls and provide a 'break-fix' service for its entire server, local networking and desktop and mobile estate. Additionally, Fujitsu chose to provide the Forestry Commission with 10 consultancy days and 75 engineering days a year and advisory time free of charge to help ensure the smooth running of its IT infrastructure.

Explaining the decision, Stuart Fletcher says, *“During the bid process we were much more comfortable with Fujitsu's professionalism and attitude, even though we had no previous relationship. It was very focused on looking at things from our perspective and finding the right solution for our needs, instead of just selling a 'standard' service, and we felt that we could really work with them, rather than simply having a contract. It also added a lot of value by providing the inclusive consultancy.”*

CASE STUDY FORESTRY COMMISSION

Under the call logging service Fujitsu acts as the first line of contact for all user enquiries. Details of any issues are passed directly onto the Forestry Commission's Assyst Helpdesk for resolution, but if the call relates to an IT problem this can be relayed immediately to one of Fujitsu's mobile engineers.

“Even though this is purely a call-logging service,” says Stuart Fletcher, “Fujitsu takes a lot of the pressure off our own Helpdesk and facilitates the rapid resolution of any problems by ensuring that the right information is obtained from the user. We had previously tried running this type of operation in-house, but it just didn't work, because we couldn't handle the volume of calls.”

Fujitsu has integrated its own service helpdesk with the Forestry Commission's so that information can be passed between the two systems in order to speed up the entire support process even more.

In addition, the extra consultancy and engineering services provided under the contract have given the Forestry Commission a large degree of operational flexibility and control. Stuart Fletcher explains, *“We can use Fujitsu's engineers to help us with everything, because it's quicker and more cost-effective than using our staff or getting someone else in. We also rely on Fujitsu for strategic advice and guidance, for example, when they helped us to make our Windows 2000 operating system much more secure.”*

As official Dell warranty engineers, Fujitsu also handles all warranty issues with the Forestry Commission's Dell equipment and resolves any faults on its behalf.

Alan Mitchell, Head of Business Services Division, Forestry Commission, comments, *“My budget comes from internal customers, so if they don't want to use the support service I'm in trouble - I can't fund the contract. But Fujitsu was happy to share the risk and work in partnership to ensure its success. And since the contract has been in place no-one has bothered me - it's been completely hassle free! What we asked for is what we got, Fujitsu is meeting its SLAs and I don't feel I have to keep asking how it's going as I'd soon find out if there was problem. It's been excellent.”*

Benefits to our Customer

Fujitsu's consultancy and support services have enabled the Forestry Commission to:

- **Improve value for money** - increasing service levels without increasing costs, and saving over £30,000 a year on engineering and consultancy services
- **Optimise system availability** - SLAs are now running at almost 100%, with 80% of problems fixed first-time

- **Increase productivity** - faster problem resolution enables users to continue working longer
- **Access specialist resources** - Fujitsu's comprehensive range of business and technical expertise is available on an 'as needs' basis
- **Budget accurately** - costs are entirely visible and predictable over the contract life
- **Simplify supplier management** - using Fujitsu as a single point of contact for all service management issues reduces management time and overhead costs
- **Focus on the core business** - staff can concentrate on future requirements and higher value activities.

“Fujitsu provides us with an excellent service that helps to ensure that our internal Service Desk maintains a very high level of performance,” says Stuart Fletcher. “It has also saved the organisation a significant amount of money. I would trust Fujitsu to be involved in any aspect of our work. There's probably nothing that it couldn't take on for us, especially drawing on its relationships with other leading IT companies.”

Our Approach

Fujitsu's proven management methodologies and procedures have provided the Forestry Commission with a flexible framework to support its evolving needs.

Stuart Fletcher explains, *“Fujitsu's professionalism and ability to sort things out, by providing whatever help and assistance we need, has not only ensured that we receive an excellent service, but it has also opened up a big potential to use a similar approach in other areas of our operation. For example, in areas of our operation where our internal resources can add little value to the service, such as communications services. Then we can concentrate on higher value work.”*

Our Expertise

Fujitsu has been delivering consistently high levels of support service to businesses across the UK for more than 25 years and, with more than 1,000 engineers, Fujitsu is the single largest provider in the UK's IT services market.

“Fujitsu's people are very much a part of the team,” adds Stuart Fletcher, “which is extremely important as they are representing us when they are on site. The call-logging is very professional and the maintenance engineers are more than willing to do whatever and go wherever it takes to support the needs of our customers.”

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