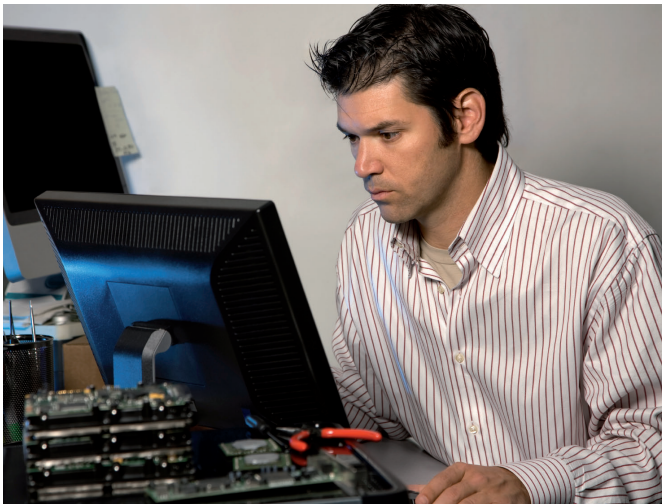# **FIELD** services

For low-risk information management

Why not transfer the effort and risk of systems support to a single, experienced IT partner? From an expert on the phone to an engineer on-site, Fujitsu can design, integrate, maintain and support any or all of your technology assets. Fujitsu can co-ordinate the delivery of a complex range of IT and non-IT-related services, providing a single contact and management point for your entire multivendor infrastructure.

Our wealth of experience in hardware and software systems support, coupled with flexibility, responsiveness and a commitment to proactive systems maintenance ensure that your costs are reduced and the availability of your IT infrastructure is increased.

Infrastructure Deployment

Large geographically-dispersed infrastructure deployments can be challenging to manage. Businesses continually need to manage installations, moves, additions and changes to the IT infrastructure which can often lead to valuable IT staff being locked into ongoing maintenance procedures rather than supporting core business functions. Fujitsu's infrastructure deployment services offer a cost-effective, lowrisk solution for the deployment of multivendor technology assets with minimum disruption to operations.

Benefits
• Complete visibility of IT assets and lifecycle

• Single point of accountability for management of infrastructure deployment
• Minimum impact on day-to-day operations
• Improved return on investment for multivendor assets

Integration Services

Fujitsu's National Integration Centre (NIC) provides a set of cost-effective integration services, covering Fujitsu and multivendor systems. The NIC is designed to integrate desktop, laptop, point of sale, server and network systems to exact customer specifications. The integration management process is best practice, including process controls and well established document management procedures.

For maximum efficiency, we can 'hot-stage' your equipment through our NIC. Your equipment will arrive at your site fully tested, with all specified software pre-installed.

Benefits
• More effective use of IT assets
• Reduced total cost of ownership
• Bundled with procurement as part of rollout and implementation
• Minimum downtime due to pre-testing and hot-staging of operating system and applications

Service Pack

When it comes to IT infrastructure support, standard hardware maintenance programs and warranty agreements are often not enough. As well as access to expert assistance to resolve network, server and desktop problems, you also need to ensure that your IT infrastructure remains finely tuned for maximum performance.

Retaining the required resources within your organisation can be a challenge. Support requirements tend to fluctuate throughout the year, and there may be a range of specialist skills that are only intermittently required. Fujitsu offers a cost-effective alternative solution: Service Pack.

Benefits
• Single point of contact
• On-site and telephone support
• Prepaid, ad hoc access to to expert technical resources for quick problem resolution

- Fixed cost structure
- Support for server and desktop standard operating environments
- Support for end user systems and network infrastructure components
- Response levels tailored to your requirements

Hardware Support

When a hardware problem arises, you need it fixed fast. Fujitsu's Customer Contact Centre and field engineers will provide a quick and appropriate solution. Available services include organising an on-site engineer, dispatching parts or scheduling a visit.

With our ability to dispatch engineers anywhere in Australia and New Zealand, and our commitment to staff training and development, Fujitsu can assist you across a full range of products.

Fujitsu can also implement preventive maintenance programs that will dramatically reduce hardware problems and system downtimes.

Benefits

- Available across Australia and New Zealand, 24 x 7, 365 days a year
- Service plans tailored to your needs
- Comprehensive reporting on hardware operations and performance

Software Support

It is often difficult to identify if a problem is hardware or software-related, so contingencies to manage both eventualities must be in place. To address one area only is to leave your organisation open to potential downtime and frustrating disputes over problem ownership.

Fujitsu's software support team works with you to select the correct operating systems, applications, BIOS revisions, device drivers and other components of your software environment. This then forms a standard or common operating environment (SOE/COE) that we can distribute to your sites or centrally manage ourselves. The SOE/COE is then used to restore equipment up to an agreed state of operation, thus reducing downtime.

Benefits

- Expert assessment of software needs
- Standard operating environment
- Centralised software management with national support
- Allows customers to deploy internal project services more effectively

Multivendor Network Maintenance

Fujitsu can provide cost-effective multivendor network maintenance through our diagnostic teams and contact centre facilities. Together, these support a full end-to-end network solution which can be delivered as a project-based service or a repair and maintenance service. The service is simplified through the single accountability provided by Fujitsu managing the multivendor relationships on your behalf. We offer procurement, configuration, installation and repair services for solutions from all major vendors, including Cisco, Nortel and 3Com.

Benefits

- Aligns your network to your business
- Ensures maximum network efficiency
- Enhances business continuity
- Enables proactive management of licenses
- Provides cost-effective solutions

Non-IT Equipment Support

Fujitsu has a proven record of supporting non-IT equipment. We offer a range of services including tailored maintenance, installation and relocation.

We support not only basic office equipment such as fax machines, copiers and printers, but also more specialised hardware such as weighing machines, medical equipment and speed cameras.

Through the Fujitsu National Logistics Facility we can store and dispatch spare parts or other equipment whenever and wherever required.

Total Managed Maintenance

We know how frustrating it can be if you have to work with multiple vendors, agents and sub-contractors. So, for visibility and accountability, Fujitsu provides one point of contact (available 24 hours a day) and delivers to reliable SLAs. With over 200 field engineers in Australia and New Zealand, and an extensive team of service agents, we can provide full on-site services with unparalleled geographic coverage.

Our offerings range from initial site planning through to procurement, build, installation and ongoing maintenance services. All of these can be tailored to accommodate the changing requirements of your business.

Fujitsu's skills extend well beyond IT infrastructure. Our maintenance services can support any operational assets including faxes, weighing scales, air-conditioning and refrigeration.

ASK FUJITSU

Contact us on + 61 2 9113 9200 or askus@au.fujitsu.com or visit au.fujitsu.com