

# Fujitsu Service Connect, providing effective IT self-service



## The challenge

Empowering end users with independence and the ability to manage their own experience of IT solutions, incident resolution and overall IT service is one of the key challenges facing IT organisations today.

IT delivery is a business critical service; therefore, delivering reliable, effective solutions is imperative. Increased transparency and delivery of lasting business value are primary drivers for many IT executives.

Users' expectations are growing forcing IT executives to search for new ways to ensure needs are met 24x7 by demonstrating innovation and increased productivity, without spiralling costs.

## The solution

Fujitsu Service Connect (FSC) is a unique solution that offers an alternative to calling or emailing the Service Desk by delivering end user self-service and process automation capabilities, all within a single web portal. By providing rapid online access for procurement of IT services and automating high volume requests such as password resets or creating new email accounts, FSC assists organisations in achieving process efficiencies, reducing operational overheads, and providing effective IT self-service.

## Who is this service designed for?

FSC is designed for organisations that require a flexible, self-service solution reducing the burden of Service Management supervision. This is achieved by promoting management by exception through self-service and automation.

## The benefits

- An intuitive, easy to use one stop shop for accessing IT services and information providing increased efficiency and enhanced reliability
- A cost effective and time efficient solution for logging and tracking incidents and requests
- Reduces call demand to the Service Desk and therefore reduces the manual handling required to log an incident or request
- The automation of frequently requested services such as password resets, software installation, and user creations reduces manual handling and streamlines the end to end fulfilment of such requests
- Reduces user confusion by bundling complex business services together, allowing users to "get it right first time"
- Eliminating unnecessary paper trails through the use of an integrated approval system
- Asset search capabilities which enable employees to view their asset details
- Branding to align to corporate standards, giving the look and feel of the organisation's Intranet

## FSC Services Suite

### Incident/Request Logging

Allows end users to report incidents and log service requests online, using pre-defined, easy to follow web forms. These incidents and service requests are then processed directly into the ITSM tool with instant confirmation of the case number.

### Service Catalogue

Allows for the ordering of IT products and services online in a shopping cart style experience that enables straight forward access to authorised Business Services.

### Approvals

FSC's integrated approval system enables requests and orders to follow defined approval processes aligned to your business rules and requirements.

### Record Viewer

Enables end users to view status and progress updates for their logged incidents, service requests and orders online and in real time. This function can also be extended to view asset details.

### Automations

Using approved standards, strong process definitions, and governance, FSC can automate simple or complex IT service management tasks such as software installations and user account creations.

### Service Status

A web based view of major outages (both scheduled and unscheduled) occurring within the IT environment. It provides real-time information eliminating the need to call the Service Desk for an update.

### myAccount

Allows end users to unlock their LAN accounts and reset their LAN passwords using secret questions and answers. Line Managers can also unlock LAN accounts for their direct reports.

### MySubscriptions

End users can subscribe to specific service areas (for Service Status) that interest them and receive email alerts providing notifications of any updates relating to those service areas.

### FindIT

A search engine that provides a consolidated view of information from various sources, including a known errors database, the Fujitsu Service Connect site, and any designated customer Intranet site(s). Enables end users to search for information and solutions, empowering them to diagnose and fix their own Incidents.

### News

A dedicated page containing current and archived articles posted on the Fujitsu Service Connect site. News may include IT related information about environment, process, or product changes.

### Branding

FSC branding can be altered in accordance with your corporate look and feel.

### FSC Fact Sheet

- **Current Customer Base:** Over 65,000 users utilising the application
- **Customer Pipeline:** Rolling out to Fujitsu customers around the globe
- **Fujitsu's Strategic Direction:** FSC is Fujitsu's strategic self-service tool for all Managed Services customers
- **Support and Development:** Dedicated in-house full time support and development teams
- **Wholly Owned Codebase:** FSC codebase has been developed, and is completely owned, by Fujitsu
- **Re-Use:** 4 automated services pre-written for User Provisioning, Software Distribution, Shared Folder Access and Email Provisioning
- **Technical Platform:** Built on a .NET 3.5 framework which provides a modern platform enabling the flexibility to incorporate and interface with new technologies
- **Interface Flexibility:** FSC connects to external systems in a consistent manner such that new ITSM connectors are developed without the need to modify the underlying FSC application code
- **Innovation:** Ever expanding Product Roadmap keeps the application up to date with changing self-service methodologies and the strategic direction of our customers

### Summary

We believe FSC will make a significant difference by acting as a "one-stop-shop" for end users, whilst satisfying the demands of the various stakeholders within your organisation.

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### About Fujitsu

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