



Managing Global On-Site Service Delivery Global Program Management Office (GPMO)

Business Issues and Challenges

- Companies with a global presence require a consistent and high-quality delivery of on-site services.
- Increased demand for operational flexibility to ensure alignment of IT and business strategies.
- Strengthening of global business capability and resources to keep competitive.
- Implementation of ICT governance across global group companies and adopting new technologies.

High Level Solution and Process Overview

Processes

The Global Program Management Office (GPMO) is an integrated global service delivery center, managing and driving global on-site support services.

Governance

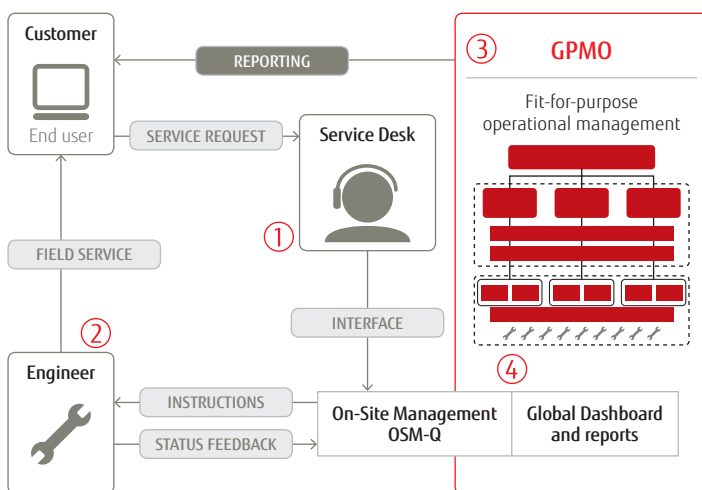
GPMO owns the on-site support service from an end-to-end perspective, from transition to ongoing service maintenance. In the managed operations phase we provide a global services integration for all the on-site support services, monitoring the actual OSS tickets and managing service level agreements.

Systems

Use of a global and reliable OSMQ ticketing system, providing real-time dashboards and reports on SLA achievements.

Delivery

The on-site support services are delivered through our global service partner network, with qualified field engineers providing the services (Break-Fix, IMACD (Install, Move, Add, Change, De-install) or DSS¹)



- ① All on-site support requests from the customers' end users are routed to GPMO.
- ② GPMO automatically routes the service requests to a network of service partners around the globe.
- ③ GPMO monitors all service requests and takes corrective actions where needed.
- ④ All on-site support requests are consolidated in reports and visualized on dashboards.

¹ Desk-Side Support is an on-site support service that is provided when incidents cannot be resolved by the Service Desk. It consists of a technician going on-site at the customer's premises and acting on behalf of the Service Desk.

Key Advantages

- Fast and professionally managed transition from a customer's present state to a future state whereby the end-to-end responsibility for on-site services lies with GPMO.
- High quality end-to-end management of on-site service delivery through:
 - A fit-for-purpose governance structure at global, regional and local level, aligned with the structures in a customer's organization.
 - A global and consistent service management through our 3 hubs structure in Belgium, Bolivia and Philippines, providing a 24x7 follow the sun ticket tracking and monitoring.
 - Sophisticated escalation mechanisms within GPMO, other Fujitsu organizations, service partner organizations and the customer's organization.
 - A continual service improvement effort covering the GPMO organization and all the other organizations involved in on-site service delivery.

Business Benefits

- Supporting your operation by managing and delivering field services globally in 188 countries, and ability to ramp up local service delivery teams quickly.
- Secures consistent on-site support delivery processes through strong global governance.
- Increases management awareness and visibility of field services activities by providing real-time dashboards and reports.
- Enabling cost savings, but without sacrificing quality, security, resilience or business intimacy.
- Solid end-to-end service integration leads to higher customer satisfaction and lower cost levels.

Customer Reference: Car Manufacturer



The challenge:

- A top tier car manufacturer needed a reliable provider to handle the global delivery and maintenance for their global dealership server infrastructure (ISIS project)

Services:

- Provided break-fix and IMAC/D services to 4,206 car dealers in 154 countries
- Managed the global rollout and installation to every dealer
- Supported 8,000 PRIMERGY RX300 & RX600 servers
- Multi-vendor environment (Fujitsu, network switches, batteries, racks)

Also providing services to customers in other industries:

- Banking
- Airlines
- Automotive
- Manufacturing
- Food & Beverage
- Mining



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