

Highly Secure Secret Service Desk Designed for Defence & National Security

Providing military personnel and national security staff with access to the information they need to conduct their day-to-day jobs is critical. But what happens when the technology fails, and your people cannot access the information they need, when they need it?

It's times like this that you rely on your ICT service desk and the levels of service it can provide to restore parity. But with ongoing budgetary constraints, the challenge to deliver a highly secure, yet highly effective Secret Service Desk is a significant one.



Delivering Impeccable End-User Service

At Fujitsu, we recognise that ICT departments are under significant pressure to increase the value that IT can contribute to the business. But even when IT is working well the end-user's experiences will significantly influence their view on the whole ICT service and the providers of that service. As a result, we believe that the service desk lies at the heart of delivering impeccable service to users. It provides the much needed insight to ensure the service continually improves and evolves, whilst always meeting and exceeding the users' expectations.

Applying this notion, we've combined our extensive experience of the Defence & National Security sector with our vast expertise of managing and delivering global service desk solutions, to design a highly secure, secret service desk specifically for Defence & National Security.

Fujitsu already delivers the largest Defence Secret Service Desk for the MOD Defence Information Infrastructure (DII) network with responsibilities covering:

- Contact Management
- Alerts and Events Management
- Incident and Major Incident Management
- Problem Management
- 2nd and 3rd Line Support
- Software Distribution and Release Management
- 24-hour Operations team.

Under this contract, Fujitsu is the sole supplier of helpdesk services supporting 1,000 MOD locations across the UK, overseas and in-theatre operations globally. The DII Single Point of Contact (SPOC) helpdesk operates 24x7 and is manned by 120 agents providing support to 222,000 users, generating 80,000 contacts every month. The majority of these contacts are voice, with the average call duration being 8 minutes.

Fully Flexible and completely Secure

All of our solutions for Defence & National Security have been designed and built with security at their heart. Fujitsu consults extensively with CESG, the Information Security arm of GCHQ, and the definitive voice on the technical aspects of information security in Government. The result is that all of our solutions have full cybersecurity capabilities built in to their core. Our service desk solution is no different and at SECRET Classification you have the flexibility to choose the right service desk to match the requirements of your users:

- Dedicated Service Desk: with agents who are dedicated to your business and utilise their extensive knowledge of your users, their practices and priorities to help them work more productively
- Shared Service Desk: with agents who are dealing with a select group of customers who share similar service requirements, offering a high level of support at a lower cost
- Combined Service Desk: allowing you to strike the perfect balance for your requirements, using a combination of a dedicated service desk during core business hours, and a shared service desk for the remainder of the time.

Underpinned by our Human Centric approach to Innovation

By bringing together people, information and infrastructure we believe that we can create real value from ICT. We call this our [Human Centric approach](#) to innovation which is underpinned by a lean philosophy of continual improvement. And our service desk solutions are predicated on this approach which recognises that every problem presents an opportunity.

Simply fixing the issue is not enough. We want to identify its underlying cause and eliminate it, ensuring it doesn't recur. This Sense and Respond approach means our agents are fully empowered and always listening to feedback from users, seeking ways to improve processes whilst ensuring the service stays attuned to the end-user's business goals, even as they evolve over time.

In practice, this means our agents are enabled with the right tools and methodologies. They are given a forum to share their observations, while empowering them to act on them. Daily communication cells provide a brief yet thorough format for service desk colleagues to meet, share experiences, review each day's performance and identify how common issues can be resolved quicker. In addition, we run workshops with the users of the service, ensuring we understand exactly what they expect and where improvements can be sought.

Together, these measures have helped us not just to overcome issues quicker and more efficiently, but eliminate them altogether. As a result, our service desks save our clients huge amounts of time and money, helping to transform the role of the traditional service desk from 'keeping the lights on' to actively driving business profitability. And in the case of Defence & National Security ensuring access to information when and where it's needed. For example, Fujitsu's service desks are a key part of any Defence as a Platform or Intelligence as a Platform strategy for the security sector.

Continual Service Improvement

This unique approach means that Fujitsu's service desks strive towards continual service improvement, with more ambitious goals than traditional helpdesks. As a result, traditional performance metrics are not necessarily suitable which is why First Time Fix and Average Speed of Answer are part of our standard Service Level Agreements. But we also know that value means different things to different people. That's why we measure at both operational and strategic levels. We measure not only whether our services use the correct procedures, but also how they are being used to improve service and deliver value to the business.

Ultimately, this is enabling a 'shift left' approach by giving those closest to the problem access to the tools to solve it. Just as we empower our agents, we also believe users should be empowered to self-serve common problems, where possible. That's why we provide portals where users can resolve issues themselves without contacting the desk, freeing up agents to concentrate on more complex cases, increasing satisfaction and saving both time and money.

Enviably track record in Service Desk provision

Fujitsu has an enviable track record in service desk provision and we're continually investing in ways to improve the service we can offer in a bid to improve the value that IT delivers. In the UK & Ireland we support a wide range of public and private sector organisations from our key hubs in Bracknell, Wakefield, Stevenage and Manchester, as well as from some customer sites. For UK Government clients, we are one of only a few organisations with the capability to support UNCLASSIFIED, OFFICIAL sensitive and SECRET levels – delivering services from secure accredited locations, including List-X.

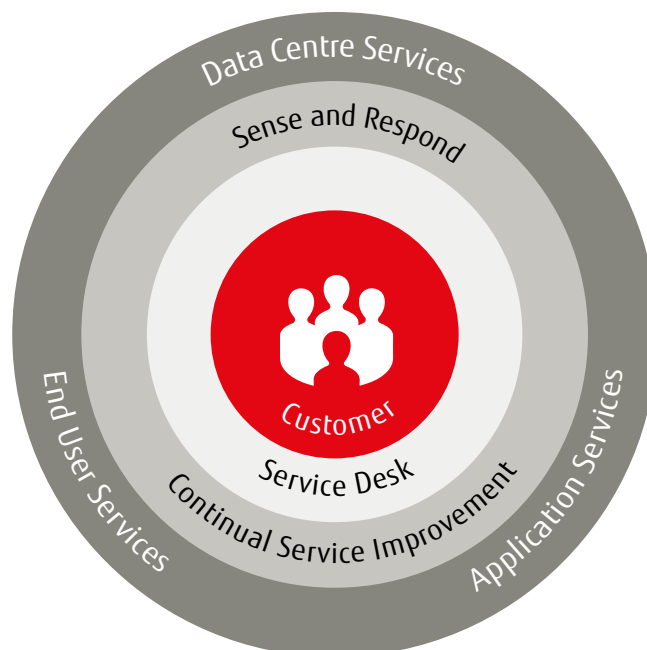
Our service desk solutions encourage users to interact with the service in several different ways, including the traditional means of telephone and email, as well as the use of virtual agents, self-help portals and crowd-sourcing of knowledge and information. This enables users to access assistance via the channel that is most convenient to them, including through social media-style capability.

Driving tangible business benefits globally

As you would expect from a global organisation like Fujitsu, we have vast experience of delivering our service desk solutions to our global clients providing quick, consistent resolutions to their IT problems. By applying our Human Centric approach, we are able to do this on a global scale, yet have the capability to apply a local touch courtesy of our five strategically placed Global Service Desks (GSDs), which are augmented by local service desks in more than 30 different countries across every major continent.

So wherever the user, whatever the channel, they are supported by people who understand not only their issues, but the context in which they occur and the impact that can have on the end-user's ability to carry out their job. Regardless of location, our philosophy is as consistent as the service that is provided across all of our service desks supporting our 3,200 clients. Our Defence & National Security capability is able to draw on this experience and expertise in the delivery of our secret service desks.

- Fujitsu's global service desk capability **8,000 service desk staff globally**
- 5 strategically-located global service desks
- Local service desks in more than **30** countries
- Providing support to **3,200** clients in over **30** languages, across **multiple** channels
- 1 standardised point of contact for all incidents
- Support provided **24** hours a day, **365** days a year to **4.5 million** end users.



Why Fujitsu?

For over five decades Fujitsu has been a major supplier to the UK MOD, Government Departments and intelligence communities. As a result, Fujitsu has over 5,500 security cleared UK staff and the experience to deliver and manage both generic industry offerings and those tailored to specialist needs at OFFICIAL, SECRET and ABOVE SECRET classifications.

Fujitsu's Vision for the Digital Age

Defence has entered a new paradigm where information is generated and circulated on an unprecedented scale. In the complex matrix of system procurements this information is often segregated, stove-piped and difficult to bring together to support timely and effective decision-making.

Fujitsu's vision for the digital age is to make coherent information available whenever and wherever it is needed. We use our capabilities in networking and systems integration to link and enhance situational awareness - from strategic base to tactical theatre, from Defence supplier to dismounted soldier. Our approach extracts maximum benefit from existing investment in IT systems, innovating, developing and extending capability and functionality.

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