

IT INFRASTRUCTURE

Efficient Networks and IT Managed Services



Technology advances have opened new doors for business. Forward-thinking retailers are now looking to capitalise on these new opportunities by improving the ongoing management of their IT.

Managing the IT Lifecycle

Every retailer will have some form of IT infrastructure in place that is designed to manage the business processes and information that are now so vital to running a successful commercial operation.

The introduction of new and enhanced technologies can help achieve a better understanding of your business, while also improving customer services. However, the success of any such change depends on having the right knowledge and skills to achieve maximum synergy and an IT infrastructure with sufficient flexibility and scalability built-in to accommodate the resulting change and growth in usage.

Given the ever-increasing pace of change, managing the IT infrastructure lifecycle is now one of the biggest challenges for the retailers. The key is not "what" new technology needs to do, but rather "how" and "when" to implement a solution - and which choices are optimal over the life of the system.

By switching to a lifecycle solutions approach, you can avoid unneeded capital purchases, prevent unnecessary service calls and keep your IT systems operating at optimum performance. After all, 60% of the opportunities to drive down technology costs come when it is time to maintain and manage systems, not at the time of acquisition. So, by establishing a partnership with the right supplier, your technology support costs can be cut by as much as 20% right away. Over time, savings can climb to 50% or more.

Fujitsu's Network and IT Managed Services

No matter how complex your existing IT environment, Fujitsu can provide a comprehensive range of network and IT management services designed to:

- Evaluate and improve efficiency and cost-effectiveness
- Deliver highly secure, always available client services
- Simplify management of suppliers and support providers
- Ensure clear ownership and resolution of issues
- Proactively manage capacity and identify new opportunities for service improvements
- Provide objective advice to roadmap new requirements
- Release resources to develop your core business.

1. Managed Services

Application managed services

With over 3,000 application services specialists across Europe, including 200 dedicated retail specialists, Fujitsu can undertake a wide range of innovative application development, implementation and integration activities, including support and maintenance. Our proven skills and processes ensure that projects are delivered on time and budget, using a combination of local, offshore and nearshore resources to increase cost-effectiveness. We can also use Portfolio Management techniques to help you choose the right projects to increase productivity and get maximum value from your budget.

Data centre managed services

Fujitsu has 47 state-of-the-art data centres world-wide and we are experts in managing systems from all leading product suppliers. By moving your data centre operations to Fujitsu, you can reduce investment in capital and manpower. We can also consolidate data centres and systems to provide a new level of IT efficiency. All of our business operations satisfy BS7799 levels, with high levels of resilience and mature security services.

Fujitsu is also opening a new “green” data centre, which will save up to 10,000 tonnes of carbon dioxide a year through a combination of smarter evaporation and cooling technologies, along with a programme of server consolidation and virtualisation onto modern platforms.

Network managed services

Fujitsu can evaluate, design, consolidate and manage your entire data, voice, and video network infrastructure to ensure it is delivering optimum performance and cost-effectiveness, and that you always have sufficient capacity and uninterrupted availability.

In addition, Fujitsu supports new business models in relation to home and mobile and flexible working through our broadband, WiFi, and global roaming and mobile gateway services.

Helpdesks

Fujitsu's Helpdesk service integrates all of your support networks into one, managed service with a single point of contact for every call, so that any problems get handled quickly and effectively. As well as providing access to 2,000 experienced professionals in Europe, speaking 14 languages and handling 40,000 calls per day, Fujitsu can also provide multi-media back up and deliver software updates and desktop repairs remotely.

Software support

Fujitsu can cut through the complexity of a large IT estate to manage your application-specific software and ensure it delivers optimum value and performance by undertaking regular testing and updates, improving systems interfaces, rationalising your licence expenditure, and protecting it from bugs and viruses. Through our world-class Helpdesk service, we can also handle the toughest problems speedily and commit to stringent service levels.

Hardware support

Fujitsu provides the highest quality hardware support and maintenance, with hundreds of highly experienced engineers providing full data backup and recovery. Our world-class Helpdesk gives you a single point of contact at all times and will solve any problems quickly. We also give you complete control over your inventory, with a purchasing, replacement and disposal strategy that meets your current and future needs.

Desktop & mobile services

Fujitsu supports millions of desktops worldwide and can take care of all your needs, from procurement to ongoing maintenance. We're completely vendor-neutral and commit to strict service levels, so your users will always have the tools to stay productive.

Outsourcing

Fujitsu will de-risk the outsourcing process using an experienced transition team to manage the changeover and transfer of your staff and IT systems. We will also use our Value Management techniques to help you gain more value from IT and achieve your objectives. The result is predictable costs and yearly savings, consistent more efficient service delivery across the organisation and IT and services that flex with user demand and stay synchronised with your business priorities.

Hosted services

Fujitsu can provide a wide range of tools and process functions, such as service desk with asset and change management, which can be used directly by your own people. Costs are charged on a price per agent/seat basis, so they are totally predictable and flexible, and you will always have access to the very latest technology and process enhancements.

Business Process Outsourcing

Fujitsu can help you reduce the cost and improve the service standards of your front, middle and back office business processes in the areas of: Human Resources, Finance and Accounts, Customer Contact and Print and Fulfilment. We can tailor the service to fit your needs and systematically transform the end-to-end processes in order to deliver stepwise increases in efficiency and continuous improvements in service standards.

Off-shoring and near-shoring

Fujitsu operates a large number of off-shore and near-shore service centres that all utilise the same best practice procedures, proven technology and unique Sense and Respond approach as our UK support operations. As a result, we can flexibly employ resources in a variety of locations to cost-effectively support your ongoing service and business requirements.

2. Infrastructure Platforms

Integrated multi-channel platforms

Fujitsu has a wealth of experience in complex systems integration, incorporating every technology platform. Our 2000 application specialists can craft a solution to meet your requirements, reusing modules and current applications where possible to minimise bespoke application development, reducing project risks and costs, providing a fast return on investment. We can also integrate third party applications or tailor existing applications to create greater productivity and enhance customer service.

Designing and delivering the Service Oriented Architecture of the future

The strategic implementation of a Service Oriented Architecture (SOA) demands an equally flexible and adaptable IT infrastructure that reacts in real time to changing needs, so that resources can be dynamically added and removed. Fujitsu is working to break down the rigid boundaries between hardware and software to make it possible to create independent resources, which will then free up processing, storage and network capacity to provide flexible support for business processes.

Service Oriented store infrastructure

SOAs help retailers create an agile framework of IT services, so that applications and infrastructure, whether in the store or across the enterprise, can be deployed in a fast, efficient and standardised manner to meet ever changing business requirements. SOAs form the heart of Fujitsu's retail solutions, such as our GlobalSTORE POS system, and provide the inherent flexibility to meet the evolving needs of retailers.

TRIOLE – infrastructure templates

TRIOLE is the process of integration and testing used by Fujitsu to create industrialised IT infrastructures and services. It produces a series of exhaustively tested, highly dependable 'building blocks' or Templates along with a standardised method for servicing them. Using the TRI OLE framework, we can very quickly deliver extremely reliable, high quality, proven and cost-effective infrastructure solutions, complete with an associated set of ITIL compliant services that are simple to maintain, change and grow.

3. Network Services

Network consolidation

Improving network availability, performance and security by consolidating fragmented voice and data infrastructures into one optimised network. This reduces the cost and complexity of managing suppliers, reduces telephony costs and enables efficient centralised management of the network. It also improves staff productivity, enabling them to serve customers and communicate with each other more effectively.

Deploying new network services

In an increasingly competitive marketplace, retailers must identify and implement new initiatives that increase footfall, improve efficiency and generate new revenue streams. To help achieve these goals, Fujitsu can use the optimised network as a catalyst to deliver new services and improve business functionality.

Wireless access

Fujitsu can provide a single multi-purpose wireless network for mobile applications, such as order-taking, payment and stock control, while also providing a public access hotspot. Implemented with the optimised network, this is a cost effective method of deploying private wireless devices, while also generating extra revenue and enhancing customer loyalty.

The Benefits



For our customers this all adds up to one thing: responsive retailing that delivers simple solutions in a complex world.

Fujitsu's on demand approach to IT infrastructure service provision offers today's retailers a number of significant benefits:

Simplicity

A one-stop shop for the management of all IT services:

- A comprehensive, end to end service to proactively manage network and solution availability and performance and ensure projects are delivered on time and budget
- A single point of contact to reduce costs, risk and hassle and enable you to focus on your core business
- Established partnerships with leading network and IT suppliers
- Extensive retail experience and technical expertise

Responsiveness

Real-time improvement in business performance and customer service:

- Provide the functionality and performance to satisfy your business requirements and your budget
- Increase productivity with fast and simple information access, more effective systems and less downtime
- Enhance staff satisfaction with efficient problem resolution
- Ensure you always have sufficient capacity and uninterrupted availability
- All your data is fully protected and backed up

Value

A uniquely tailored service to provide the best return on your current and future IT investment:

- Integrate data, voice, and video into a highly cost-effective, Telco-neutral unified network and IT infrastructure
- Road-map and refresh technology in order to optimise business impact and cost efficiency
- Release expensive datacentre floor space
- Reduce application development, Helpdesk and over all IT costs by up to 30%
- Exploit Fujitsu's global purchasing power to reduce the cost of hardware, software, network, telecoms and service provision
- Improve your balance sheet by outsourcing IT assets
- Avoid having to recruit, hire, retain or train extra staff

ASK FUJITSU

Contact us on +44 (0) 870 242 7998 or

askfujitsu@uk.fujitsu.com or visit uk.fujitsu.com