



Presenting
Fujitsu Americas

FUJITSU

Working “with you” for strategic business outcomes

Fujitsu is a relationship-driven IT services provider with a mission to help customers realize significant business value from their IT investments. We use our skills, experience, tools and methodology to deliver an agile IT environment that is aligned to a company's business strategies, whether the goal is to lower IT operational costs, improve efficiencies, support business development or gain a sustainable, competitive advantage.

How does Fujitsu partner with customers?

Decades of helping customers overcome their IT challenges give Fujitsu a unique perspective when IT strategy meets IT reality. Organizations around the world have come to rely on Fujitsu as a trusted partner who understands their business and IT challenges and knows how to overcome the obstacles and maximize the IT environment and investments to drive sales, lower costs and reduce risk.

Cutting costs, complexity and time-to-market

Our experienced team helps organizations proactively manage IT growth, rationalize operational technology spend and confidently plan for future technology changes. We find innovative, yet affordable ways to bring isolated, inefficient applications into the mainstream and manage a portfolio that drives maximum business value.

A trusted partner who
understands today's business
and IT challenges

Matching technology to business needs

Our experienced business and ICT consultants are proficient listeners, working with customers to understand and help define what success means. We carefully analyze the business environment, current infrastructure, challenges and how the business is evolving to address changing needs and help customers achieve their ambitions responsibly. We offer full array of business transformation services and solutions all designed to create an agile IT environment delivering real and sustainable business value.

Enabling businesses to grow, perform and continuously improve

Fujitsu manages one of the leading enterprise application support practices in the Americas, including the US, Canada, Caribbean, Central America, Mexico and Brazil., where we have a strong track record of delivering successful enterprise application projects and meeting the application outsourcing needs of our customers.

We are experienced in working with Enterprise Resource Planning (ERP) systems from all of the leading vendors.

Our expertise extends to associated technologies including cross-technology applications such as mobility, analytics and business intelligence as well as business process applications such as human capital management and planning, and consolidation.

Our consultants work with customers to make the right application choice to fit an organization's unique needs and processes, offering cost-effective services and a complete lifecycle approach to reduce the total cost of ownership of the package environment. We will work with you to plan, implement and manage a variety of enterprise packaged application solutions, including enterprise resource planning, supply chain management, business intelligence, data warehousing, and much more.

Our packaged enterprise application solutions help organizations move from a position of reacting to change to a proactive, assertive and powerful agent of change.



Providing services and technology that keep businesses running

Many global organizations rely on Fujitsu managed services to ensure the reliability and availability of their ICT systems and networks. Our approach to managed ICT infrastructure services improves efficiency, reduces the total cost of ownership (TCO) and minimizes risk.

As part of the world's third largest IT services company, we leverage a broad range of technology that complements our comprehensive service delivery capability. We can either provide an organization with a complete end-to-end Fujitsu solution or deliver an integrated solution from multiple vendors.

Connecting people, businesses and communities

The worldwide pool of Fujitsu expertise across all aspects of networking technology helps connect people and businesses across the Americas and the world. Our unified communications solutions provide a managed network infrastructure, increasing productivity and mobility. We work with customers to design, manage and change your programs to create a transformation-capable IT infrastructure that truly benefits the people that actually use them.

Improving efficiency with cloud computing

Our Fujitsu Cloud Services offers a highly flexible model for integrating ICT infrastructure, platforms and applications, allowing customers to match technology systems and costs directly to the organization's changing business needs. Fujitsu meets the needs of local and global organizations by offering a broad range of cloud services across Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) provisioning models.

■ **Designed for the enterprise**

Fujitsu Cloud Infrastructure as a Service (IaaS) offerings are delivered from green Fujitsu data centers that provide extremely high levels of data protection, availability and security. The Fujitsu Private Hosted Cloud IaaS is delivered from our data centers in Dallas, Texas and Sunnyvale, California. Fujitsu delivers other cloud services from facilities in California, Texas, North Carolina, Saskatchewan and Trinidad in the Caribbean.

■ **Flexible delivery models**

Fujitsu delivers its cloud services through private cloud, public cloud and Fujitsu trusted cloud models. The Fujitsu trusted cloud model is a hybrid platform that combines public cloud ease of use with the confidence and security of the private cloud. Services are hosted in North American data centers with secure private connections to a customer's network.

■ **Trusted and local**

Fujitsu cloud services meet the stringent data security and reliability needs of North American financial institutions, industrial companies and government agencies. Data is secure yet readily available to authorized users.



Fujitsu Americas

A flexible and adaptable local partner with offices and key resources in every major market across the continent

- 30+ years in the Americas region, including the US, Canada, Caribbean, Central America, Mexico and Brazil; strong footprint in the market
- More than 7,000 employees serving our customers
- Focus areas include vertical solutions, consulting and systems integration services, application, infrastructure and customer services, enterprise systems and customer systems
- Research and development operations in California, Texas and North Carolina
- State-of-the-art data centers in California, Texas, North Carolina, Saskatchewan and Trinidad
- Global service desks in Quebec and Costa Rica



Investing in the future of the Americas

Fujitsu has been an integral part of the Americas ICT landscape for more than 30 years. We continue to invest in our employees, infrastructure, product offerings, and local research and development efforts in this region.

People

Fujitsu employs more than 7,000 employees who serve our customers in the Americas. We place a high priority on attracting and retaining talented people and fostering a “high-performance culture” focused on helping our customers achieve their desired business outcomes.

Capability

Fujitsu leverages its substantial investment in the Americas within its service desks, network management centers and data centers to deliver high-value services to customers in this region.

Research and Development

Fujitsu operates research and development facilities in California, Texas and North Carolina to develop software products for the worldwide market.

Portfolio specifics

Fujitsu helps customers achieve world-class operational efficiencies, improve their strategic focus and simplify their organizational structure through comprehensive, innovative and competitive solutions that address a wide variety of business needs.

Managed infrastructure services

Fujitsu Managed Infrastructure Services helps businesses cut costs and boost efficiency through technological innovation and a focus on high-quality service design.

- Our **Managed Security Services** reduce cost and risk by pushing security policy over the Internet to on-premise network devices or end-points anywhere in the world.
- Our **End-User Services** including Client Distributed Infrastructure Managed Services and Service Desk help customers maintain total operational efficiency at all times.
- We offer an extensive portfolio of **Enterprise Services** including Data Center Managed Services, Remote Infrastructure Management, Cloud IaaS Services and Private Cloud IaaS.
- Backup as a Service, IT Management as a Service, Managed Mobile, BioMetric as a Service, and many other SaaS offerings.
- We provide custom, flexible and scalable **Field Engineering and Support** services using Fujitsu-badged field engineers with a single point of contact.

we're committed to nurturing
“relationships for life”

Application services

Fujitsu continuously improves and transforms customer applications to ensure they are optimized for today and adaptable for the business needs of tomorrow.

- Our **Customer Relationship Management Services** help build customer loyalty, streamline sales and marketing processes, and identify new revenue opportunities.
- **Industry Services** offer a tailored mix of products, professional services and managed services for customers in all industry verticals.
- We implement and integrate industry-leading **Enterprise Resource Planning (ERP)** solutions from partners Oracle®, SAP and Salesforce.com.
- Our best-in-class **Application Development and Integration** services include platform optimization, application enhancement, and applications and systems integration.
- We offer **Application Modernization and Migration** services to move legacy applications to Web-based applications with reusable components that are more flexible and easier to maintain.
- Our lean **Application Managed Services** manage and transform your application portfolio while maintaining the environment.

Business services

Fujitsu business services ensure that our customers' IT operations quickly and efficiently adapt to new business requirements and are delivered utilizing the most cost-effective model.

- Our **Performance Management** offering creates a continuous improvement culture that optimizes response times, costs and quality by eliminating waste.
- Our **Cloud Advisory Services** provides our customers with an assessment of how cloud affects a particular business, the associated benefits and risks, the various options available in any given environment and the supporting metrics to measure success.

Computing Products and Solutions

Fujitsu offers a full range of highly-reliable computing and communications products to deliver added value to customers.

- We offer a wide range of **Enterprise Computing** hardware and software products designed to maximize the value of our customers' IT infrastructures.
- We offer **Enterprise class solutions** in the areas of data protection, VDI and SAP HANA as well as virtualization/orchestration and BPM/SOA.
- Our **Retail Solutions** provide a seamless, interactive environment where customers can research, shop and buy anywhere, anytime.
- Fujitsu entities design, build and service our mobile products, delivering levels of reliability that are well above industry standards. Our mobile products are often used in the areas of Sales Force and Field Force Automation where our innovative offerings provide business benefits.



Industry solutions

Fujitsu designs, builds and operates IT systems and services for customers in a wide range of industries and the public sector.

- We provide world-class solutions for helping **manufacturing** companies improve efficiency, reduce costs and gain maximum benefit from their global assets.
- We offer a wide range of services for the financial services industry that help drive business growth while improving operational efficiency and business agility.
- Our **healthcare** solution helps maintain clinical outcomes while ensuring the integrity and confidentiality of patient information.
- We help **retail** companies become more agile with end-to-end solutions that encompass not only the store but also related applications and infrastructure.
- Our **education** industry services include instructional assessment, planning and implementation services for pen-and-touch products with an emphasis on professional development. Our education customers depend on the reliability, quality and innovation of Fujitsu 2STYLISTIC® Q703.
- We help the **public sector** leverage technology to improve government program delivery, effectively manage policy objectives, reduce costs and maximize resources.

Cloud

Fujitsu has the most complete, end-to-end cloud portfolio in the marketplace – and we are constantly evolving it to meet future demands and new customer requirements. Today, Fujitsu provides cloud services to more than 3600 customers worldwide.

- Our **Cloud Advisory Services** provides our customers with an assessment of how cloud affects a particular business, the associated benefits and risks, the various options available in any given environment and the supporting metrics to measure success.
- Our highly trained team of certified experts provides the support needed to get the most out of our customers' **Software as a Service (SaaS)** and salesforce.com investments.
- **Cloud Infrastructure as a Service (IaaS)** combines the benefits of cloud computing, scalability, reliability, availability and a pay-per-use pricing model.



Fujitsu America, Inc.

1250 East Arques Avenue
Sunnyvale, CA 94085-3470, U.S.A.

Telephone: 800 831 3183 or 408 746 6000

Web: <http://solutions.us.fujitsu.com>

Contact Form: <http://solutions.us.fujitsu.com/contact>

Have a question? Email us at: AskMarketing@us.Fujitsu.com

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