

Fact Sheet

FUJITSU Application Managed Services

Managing, Innovating and transforming application portfolio

The Problem

- Increasing application operations costs and pressure to reduce capital expenditure
- Increased value from applications and balancing the cost of optimization and investments in the future
- Increasing adoption of application portfolio and end user satisfaction
- Desire to internally focus more on the core capabilities and strategic IT spending
- Responding faster to changing business needs

Challenges and what is driving our customers

Today, most organizations are struggling to maximize their return on IT investments. Application supports costs are taking up 60% – 70% of the IT budget, thus limiting investments for new initiatives that can help meet business needs.

The end user dissatisfaction and lack of application portfolio adoption further causes IT organizations to be continuously doing catch-up and alignment of IT innovations with business demands.

All the above factors result in an ever-increasing gap between the required IT investments and business demands.

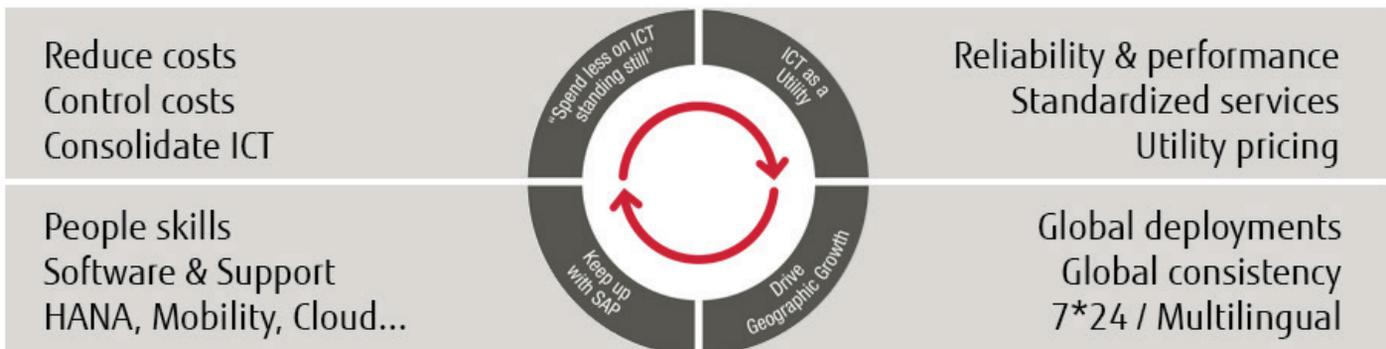
How we can help

The Fujitsu Lean AMS approach focuses on removing waste and increasing efficiency. Fujitsu AMS will help in managing, innovating and transforming your application portfolio,

while reducing application support costs by as much as 30% or more, improving service levels and user satisfaction, and thereby giving IT organizations an opportunity to meet business demands.

By reducing costs and introducing operation excellence, Fujitsu AMS offerings can help you transform your IT organization, allowing you to focus on new projects. An embedded continuous improvement program will keep on driving down operating expenses over time, freeing up capital, so that you will be able to undertake additional strategic initiatives aligned with business.

Our Lean AMS approach is implemented by professionals who have been trained and nurtured for their support roles, and are experienced with Lean delivery processes.



Benefits

The Fujitsu Application Management approach focuses on managing, innovation and transforming the application portfolio, whilst at the same time finding the most cost-effective delivery mechanism. The Fujitsu approach:

- Lowers total cost of ownership (TCO) in the delivery of Application Services, using a Lean approach and standardization. We typically help clients reduce application support costs by over 30% and adjust the budget to invest more on business value projects.
- Provides measurable Optimization and efficiency gains with the Fujitsu Continuous Improvement solutions. We commit by contract to year on year (YOY) cost efficiencies over term with Fujitsu through the Lean approach
- Recognizes that organizations are continuously evolving and require Business and Application Transformation through the life of the Application Outsourcing contract. So, working with you, we transform the application portfolio, leveraging Fujitsu's end to end service offerings.
- Ensures that the services are delivered in the most efficient manner, with adequate coverage, using Fujitsu's Global Blended Delivery Model, using an optimal combination of On-site/Onshore/ Nearshore/Offshore delivery resources.

What we offer

Fujitsu offers Application Managed Services for a wide spectrum of platforms, broadly categorized as follows:

SAP® Application Management Services: Application Maintenance, Enhancements and Support in a flexible 24x7 Global Delivery Model across SAP core, new dimension, hosted and managed solutions.

Oracle® Application Management Services: Application Maintenance, Enhancements and Support in a flexible 24x7 Global Delivery Model across Oracle E-Business Suite/Peoplesoft®/Siebel® core, edge products, hosted and managed solutions.

Custom Application Management Services: Application Maintenance, Enhancements and Support in a flexible 24x7 Global Delivery Model across Microsoft®, Java®, Legacy, Custom developed or Package applications.

How it works

Continuous Improvement – *Establishing Kaizen through Lean*

At Fujitsu, we believe that the traditional approach of just handling problems quickly is important, but is not enough to provide an excellent service to our clients. The Fujitsu Lean approach prevents problems, reduces their business impact, and enables our clients to achieve greater effectiveness and efficiency.

Within the Fujitsu Application Support environment, which is underpinned by the ITIL framework, Lean primarily relates to three distinct processes: **Manage**, **Innovate**, and **Transform**.

The **Manage** process is where we analyze the demand relating to issues and problems that have arisen over a certain time period and, where possible, identify patterns in terms of the root causes. Once identified, we remove these causes of failure. In addition, this process gathers and feeds analysis data into the **Innovate** step, where periodic formal reviews of the application portfolio take place and suggestions for improvements are made. These are then fed into the **Transform** process, resulting in improved business processes.

Our approach to provide Application managed services is based on Lean principles:

GEMS (Global Enterprise Management Services) – *Global distributed governance and delivery platform*

We offer an integrated SAP IaaS cloud platform with global delivery centers and a single SAP-focused Service center and its Multilingual service desk. The mature global distributed platform is based on existing and proven Fujitsu delivery and technology capabilities.

Right shore Delivery – *Right place, right cost through our Global Blended Delivery Model*

We offer an optimal combination of on-site, onshore, nearshore and offshore resources and services, using a global blended services delivery model. Our Global Blended Delivery Model provides us with a mechanism by which we can respond to clients' requirements and facilitate the provision of support services worldwide. This model enables us to access application expertise and skills for clients, from across the Fujitsu Group, under a single AMS framework.

Quality and Consistency – *By applying Industry Standards and Best Practices using MacroScope® and ITIL processes*

Best Practice ensures that all aspects of the Application Managed Service are rigorously managed and that service quality is aligned with industry best practice. The result of using Best Practice is that applications are highly reliable and available and meet the service requirements of clients' business. Our best practices are embodied in MacroScope, which encapsulates more than 30 years of knowledge; it is the foundation of all of our service offerings.

Seamless Transition – *Planned transition to Fujitsu*

Over a number of years, Fujitsu has invested heavily in a formal Transition methodology, and continues to refine it at every opportunity, based on Fujitsu experiences. The method reflects the experience Fujitsu has gained on numerous other transition projects of various sizes and complexities. The Fujitsu methodology is flexible, in that it is adaptable to each unique transition project to which it is applied. The Fujitsu transition methodology is a major differentiator between Fujitsu and today's competition.

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For more information, please visit: <http://solutions.us.fujitsu.com/> and <http://twitter.com/fujitsuamerica>

Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at: www.fujitsu.com/global/about/environment/

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