

Managed Services

Improving operational efficiency driving business value

Fujitsu's Managed Services increase the efficiency of your business operations and drive continuous improvement, whilst easing the burden on your IT staff.



Delivering impeccable service aligned to business needs

From project based engagements to the provision of ongoing managed services, all our Services are delivered by industry leading practitioners, informed by extensive client experience and a wealth of expertise.

Our Managed Services include:

- **Data Centre Services** – for low cost, sustainable, flexible data centre systems
- **Desktop Managed Service** – for a lower cost, higher quality user experience
- **Network Management** – maximise network efficiency and economy
- **Systems Management including Server, Database, Application & Storage** – provide flexible capacity to meet business demand
- **Service Management including Service Desk, ITIL disciplines, process automation & Service Catalogue** – deliver a consistent and compelling IT service experience backed by a commitment to continuous improvement

Your business drivers?

- You recognise the complexities of managing a highly distributed and complex infrastructure
- You're seeking quality services at reduced cost
- You want to improve IT decision making and project justification, making judgements based on facts
- Rectifying inefficient use of IT assets and concerns about ROI/TCO are of paramount importance
- You are seeking to focus management attention on core business objectives and view infrastructure as a commodity part of your IT services
- You do not have clear, precise and consistent IT services and service levels
- You are seeking to improve the availability of your infrastructure and management of risks
- You Have internal IT skills shortages and/or IT staff retention issues
- You want to invest in new technologies, such as cloud computing or remote management of the desktop environment, but lack the expertise
- You have not yet standardised your IT environment and are looking to
- You have multiple service suppliers
- You want to lower the carbon footprint of your IT environment

We have the skills and know how to deliver full integration across the scope of your infrastructure stack – across server, storage, applications, desktop, data centre and network environments.

Whatever the demands or complexities of your IT environment, Fujitsu frees your IT staff to focus on the things that matter most to your business. All the time we're committed to driving out cost while improving the service standards across your front, middle and back office processes – increasing business alignment and enabling a better user experience.

One trusted service provider

- Globally, Fujitsu provides outsource services on over 350,000 systems and supports over 2 million desktops worldwide
- We are currently delivering services to most industries including insurance and banking, agribusiness, ICT, State and Federal Government, manufacturing, transport and utilities
- Multinational support is also provided to our customer base. For example, we are supporting over 27,000 devices for Qantas in more than 50 countries across the globe
- In Australia and New Zealand we are supporting over 187,000 devices
- We have over 5000 resources in Australia and New Zealand
- We are accredited with ISO / IEC: 20000 certification and we were the first organisation in New Zealand to be recommended for this certification. Our managed infrastructure services, for both internal and external customers, is continually assessed by SAI Global, an independent auditor, who conduct a series of surveillance audits each year to confirm our compliance and ensure our certification
- Fujitsu team members have sat on the Standards Australia committees responsible for development of information security Standards (27000-series) and IT Service Management (20000 series) for several years, as well as many other industry working groups who influence and determine standards that shape the future of IT service management

Currently Fujitsu Australia and New Zealand Managed Services support:

- Over 12,000 servers
- Over 15,000 network devices
- More than 1,500 databases
- More than 180,000 mailboxes
- Approximately 160,000 desktops / end user devices
- In excess of 3,000,000 contacts per annum

Our geographical footprint

Fujitsu has a significant local presence with major operational and Service Desk hubs in Sydney, Melbourne, Canberra, Perth, Wellington and Auckland.

The addition of our new Tier 3, ASIO T4, ISO/IEC:27001 compliant Data Centres at Malaga in Perth and Greystanes in NSW strengthens Fujitsu's position as a leading provider of world class Data Centres services in Australia.

Fujitsu's global reach enables us to deliver IT services around the world and is underpinned by one of the largest global IT infrastructures. Global Delivery Centres support our customers in more than 20 languages with a local presence in 70 countries.

The benefits

Maximise ROI

- demonstrable improved return on investment on IT projects and ongoing services

Competitive Advantage

- Placing your organisation within the Gartner "Well Managed" TCO group
- Global best practice combined with responsive local customer service
- ISO/IEC:20000 (ITIL) certified processes and disciplines enshrined in an automated technology solution
- Enables focus on core business activities by utilising the expertise of a dedicated IT and network service provider. Improved agility allows you to adapt and change to business demands and changing market conditions

IT Service Availability

- Substantial service improvements through greater levels of service and productivity improvements
- committed service levels defined to requirements, with SLAs defined as appropriate for the user business function and role, Fujitsu provides the right infrastructure to fully support the business

Cost Reduction

- Substantial cost savings through removal of manual processes, reduction in support overheads and better utilisation of hardware and software
- centralised remote management, minimising transportation impacts
- a shared service delivery framework, reducing impacts of multiple staff and duplicated infrastructure
- Opt for flexible, agile infrastructure hosted in Fujitsu's domestic cloud environment

Sustainability

- reduced environmental impact through improved asset utilisation, shared services, lower power consumption, and some of the most sustainable data centres in Australia

Risk Management

- reduced IT risks arising from introduction of new technology, shortage of key skills, failure to comply with new regulation and standards. Fujitsu has the capacity to retain experts in all specialist areas to ensure that IT risks are managed

Increased Productivity

- improved job satisfaction by having the right tools to get the job done
- Responsive and knowledgeable support available when your users need it
- Self services facilities that empower the end user with tools to request service and self resolve problems

Simplification of Partner Contracts & Increased Leverage

- enable to focus on core business by entrusting the management of IT services to a single, experienced vendor
- independent advice on the choice of technology and approach required to meet your business objectives

Contact

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About Fujitsu

Fujitsu Australia and New Zealand is a leading service provider of business, information technology and communications solutions. As the third largest ICT company in the Australian and New Zealand marketplace, we partner with our customers to consult, design, build, operate and support business solutions. From strategic consulting to application and infrastructure solutions and services, Fujitsu Australia and New Zealand has earned a reputation as the single supplier of choice for leading corporate and government organisations. Fujitsu Australia Limited and Fujitsu New Zealand Limited are wholly owned subsidiaries of Fujitsu Limited (TSE: 6702).