

Fujitsu Managed Services Remote Infrastructure Management

High quality, low cost.



The challenge

As more and more organisations are expanding globally, it invariably means their IT environments and systems become larger and more complex to manage.

As a global organisation, it is imperative that Fujitsu can deliver a consistent and recognisable service, regardless of the geography in which we operate. Our strategic approach to ensuring this is demonstrated in our behaviour and identity: "Think Global, Act Local".

The solution

Our Remote Managed Infrastructure Services portfolio comprises of:

- Data Centre Services
- Network and Communication Services
- Technical & Maintenance Services
- Service Management

Fujitsu consolidates, standardises, automates and virtualises client systems through using appropriate cloud services and customer-owned IT to create and deliver efficient, reliable, low-cost, flexible IT solutions to customers around the world. Services may include systems operation or support, administration, security, performance monitoring, technical diagnostics/troubleshooting, configuration management, system repair management, and generation of

management reports. Also included, are services to manage and implement business continuation processes and the management of technology assets.

We manage infrastructure for customers around the world and provide the assurance that, with Fujitsu, their IT operations can receive the attention to service quality consistency and security they require, where ever they might be located.

You can be confident in Fujitsu's ability to establish service for Remote Infrastructure Management, as we have a mature process due to our previous experience in large scale transition and transformation programs. This experience also extends to our Cloud service, whereby we have successfully enabled clients to embrace both private and public cloud solutions.

Our operational delivery processes are ITIL compliant and certified to ISO20000. Our global data centres are designed and operated to Uptime Institute standards (Tier III), with secure operations that conform to ISO27001 as well as to various national government standards.

Fujitsu has flexible options and can support your organisation from anywhere in the world, providing on-shore, near-shore and off-shore support. The quality of service and the service offering remains consistent across Fujitsu despite whether it is delivered via a local or global operations centre.

Local operations

Fujitsu Australia and New Zealand can offer customers a localised solution, leveraging our on-shore and near-shore capability (i.e. New

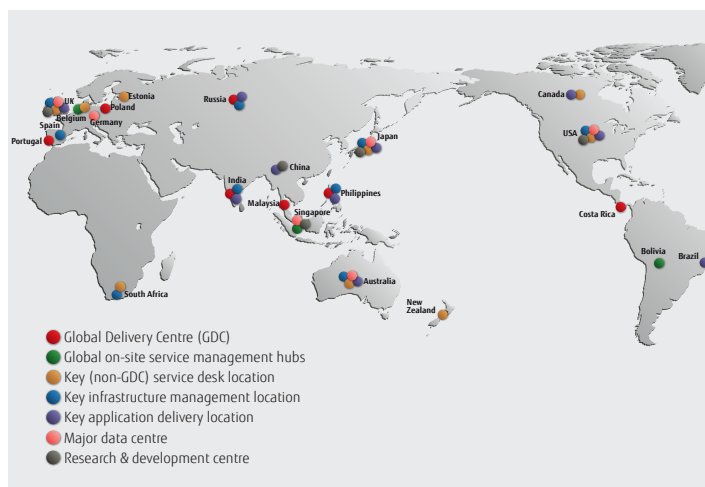
Local facts

Network Managed Devices	Over 6,000
Storage Management	SAN Disk Capacity – 9 PB
Backup Management	120,000 Tapes / 8,800 Devices
Server Management	Over 12,500
DR Tests	2x per month (on average)

Zealand for Australian customers). A local delivery model is suitable for customers who require high security and wish for their operations to remain on-shore due to regulatory obligations.

Global operations

In order to implement and manage a consistent and high quality operation, Fujitsu has established a Global Delivery Model (GDM) that provides cost-effective and flexible services to customers via the right combination of on-site, on-shore, near-shore, and off-shore resources. This allows us to deliver services that are responsive to the requirements that our global customers may have: geographical, cultural and operational.



These Global Delivery Centres operate on competitive cost models with expertise across a variety of industries, technologies and applications. With a broad range of services on offer, Fujitsu's Remote Management Centres are steadily expanding into new territories.

Benefits

Our approach delivers value to our customer's business through our focus on:

- User experience
- Continuous improvement
- Consistent delivery, globally

The benefits of RIM delivered via Fujitsu's Delivery Centre's is that we will provide high quality services and technical expertise for your organisation globally using a low and sustainable cost model. We will deliver value through continuous improvement in our service driving additional benefits for your organisation. Due to Fujitsu's scale and global presence, we have the capacity to mobilise and ramp up delivery teams quickly to align with your needs and expectations.

Key benefits of RIM

- High quality services through reliable and robust infrastructure
- Technical expertise and innovations
- Maximise ROI
- Low costs sustainable in the long term
- Ability to ramp up delivery teams quickly
- Ability to serve global and local customers

Why Fujitsu?

Fujitsu is committed to delivering a high quality service to both our regional and global customers. We are able to provide this level of service through our highly skilled and capable Global Delivery Centres. We offer competitive low cost sustainable solutions which will appeal to organisations who are looking to reduce their current IT infrastructure management costs.

RIM services

Data Centre services

- Managed Database
- Managed Servers
- Managed Storage and Backup
- Capacity Management
- Cloud Services

Network and communication services

- Managed LAN
- Managed WAN
- Managed Firewall
- Managed Intrusion Prevention
- Managed Voice

Technical & maintenance services

- Infrastructure Maintenance Services
- Infrastructure consulting and integration
- Managed Infrastructure Applications
- Infrastructure Testing
- Infrastructure Deployment
- Integration Services

Service management

- Problem Management & Engineering
- High Priority Incident Management

Contact

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About Fujitsu

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