

Service Management

Managing continuous service quality

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).



FUJITSU AUSTRALIA AND NEW ZEALAND LIMITED

Level 16, 15 Blue Street, North Sydney
NSW, 2060, Australia
Tel. +61-2-9113-9200
www.fujitsu.com/au

shaping tomorrow with you

Service Management

Managing continuous service quality

Today's IT infrastructure is expected to deliver reliability and continuity of service, operate efficiently and cost-effectively, allowing you to grow with your business and maintain a flexible approach to change – not constrain it.

How do you increase availability and simplify management with integrated support for your multi-product, multi-vendor hardware and software environment?

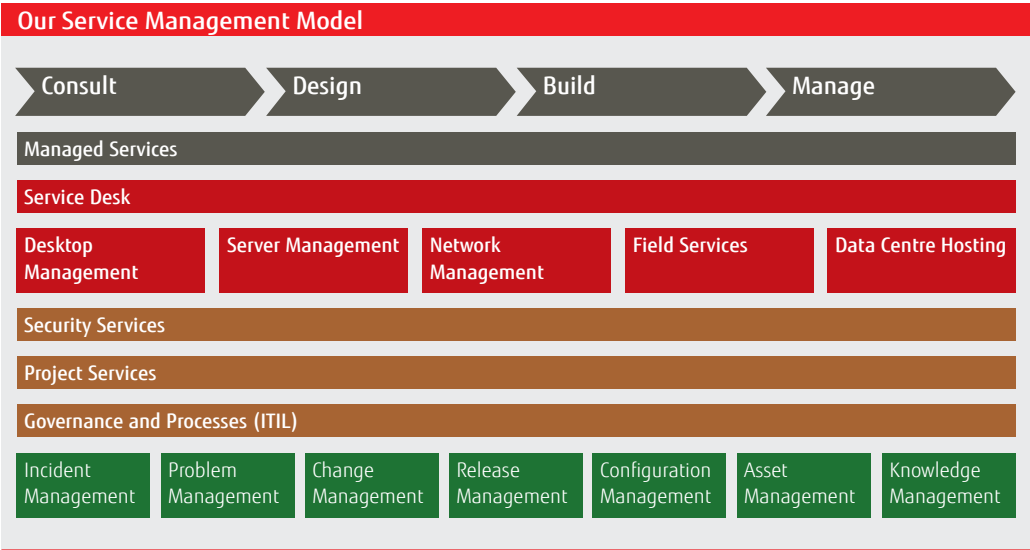
Service management is more than just an outsourcing strategy. It's the key that unlocks the full potential of your IT infrastructure. An effective service management program frees in-house IT staff from routine, day-to-day technology management responsibilities and allows you to focus on long-term strategic objectives.

Our service management solutions offer many unique advantages, including complete support for multi-vendor and multi-platform environments, as well as teams and individuals who serve as a single point of contact and accountability, with access to Fujitsu's global network of IT infrastructure resources. We offer standardised service management at a basic and an enhanced level to meet your needs.



An integrated platform across the lifecycle of lifecycle of services

Across our service offerings, our management and processes extend to hardware, software (including systems and application software development, implementation, maintenance and frameworks), network management and IT-enabled processing services.



One trusted service provider

Our experience, depth and knowledge of your infrastructure provides confidence, management of service level agreements and governance across the processes. We have made the investment in processes and methodologies which have been ISO/IEC: 20000 certified and underpin our experience, helping to simplify service management.

We handle over 3 million contacts and manage 1.3 million cases per year, 160,000 desktops/end user devices, 10,000 servers and 200,000 mailboxes using CA technology. Supporting over 75,000 users.

We know and trust CA's technology solutions. We've used them ourselves for more than 10 years – a mature relationship that lies at the heart of our ability to support our customers in adopting CA technology.

Fujitsu can provide managed services and project implementation experience in designing, configuring, installing and managing CA technology.

Service Desk

Empowerment and knowledge are the keys to our successful Service Desk approach. Our operators are not just trying to close as many calls as quickly as possible; they are encouraged to assess the business impact.

Our belief and practice is that our members build knowledge on you and your business. Team members undergo customer intimacy training and accreditation programs so teams can relate to your business and understand your infrastructure.

Benefits to you

- A single point of contact – centralised management of vendors, suppliers and support teams

- Consistent high level of service - improved end user productivity and customer satisfaction
- Up to 80% first call resolution at the Service Desk
- Web-based self-help with incident logging and tracking
- Part of an integrated portfolio of infrastructure outsourcing services - these can be delivered in a single or multi-sourcing arrangement

Sense & RespondTM

Fujitsu's application of lean principles in a service environment is through our itSMF award winning and industry leading Sense & RespondTM programme.

We do this through focusing on the value we can create for our clients and the quality of the customer experience we deliver, not just how quickly we can answer and manage calls.

By empowering our people to continuously improve the service on offer, finding better ways to deliver what matters to our customers, our Service Desk not only seeks to fix users' problems quickly and easily, but to see how these problems can be eliminated permanently. Eradicating the waste, not just making it cheaper.

Sense & RespondTM achieves cost benefits because it eliminates waste, puts permanent fixes in place and optimises service delivery.

Benefits to you

- Empowers our Service Desk individuals to identify and resolve your user's issues
- Delivers to the business purpose and enables continuous improvement
- Permanently eliminates deep rooted, institutionalised "waste" and delivers real savings
- Reduction in the number of calls to the Service Desk.
- Increased user satisfaction

Peace of mind

Incident Management

Unscheduled downtime is not only disruptive but costly; restoring services as quickly as possible is critical and ongoing communication is the key. Our incident management process is mature and robust.

The shared tool offers real-time visibility of progress against service level agreements, supplies progress to log and track, offering both peace of mind and up to the minute knowledge.

Benefits to you

- Reduced impact of incidents on business operations
- Improved customer satisfaction due to increased IT infrastructure and services availability

Major Incident Management

Our dedicated Major Incident Management Team is responsible for the end-to-end management of all severity one incidents, following standard incident management processes.

Benefits to you

- 24x7 end-to-end service
- Specialised severity one management by one team
- Allows the Service Desk to focus on incoming calls
- Allows the Technical Support Groups to focus on the Incident
- Keeps the Service Delivery Manager up to date at all times
- Notifications via SMS to management and customer
- Incident reports completed upon resolution
- Management of recommendations

Problem Management

We understand that recurring issues caused by errors within the IT infrastructure have a detrimental impact on any organisation. Problem management is about minimising the adverse impact of incidents and problems on the business.

Benefits to you

- Long term service improvements - not just a quick fix
- Reduction in reported incidents gives you time back to focus on business and not technology

Change Management

Change management ensures that standardised methods and procedures are used for all changes.

Our change management delivers end-to-end solutions to support and manage your IT systems across the entire value chain - infrastructure and applications, including management of projects.

Benefits to you

- Reduced impact of changes on service quality and business operations
- Better alignment of IT services to the actual business need

Improved productivity and service quality



Release Management

Release management facilitates the introduction of software and hardware releases into managed IT environments.

Fujitsu utilises the shared toolset for its sophisticated workflow functionality for a high level of control over changes made to the asset database and all processes associated with release management.

Benefits to you

- Minimal disruption to the business when changes are introduced
- Improved productivity and service quality with a smooth release of new hardware and software

Asset Management

Our asset management services are at the heart of all our ITIL service management processes, which feed into and out of asset management via the asset management database.

Asset and inventory management offers a cost effective and efficient way to identify, record, track and report your IT assets and their related investments.

Asset management systems can improve your IT management effectiveness and reduce your bottom line. In fact, industry experts agree that organisations can save up to 40% on their IT management costs by implementing an effective asset management program.

Benefits to you

- Improve your IT management effectiveness and reduce your bottom line
- Greater control with all assets fully audited and accounted for
- Increased understanding of specific critical assets and their lifecycle state
- Reduction in use of unauthorised software

Configuration Management

We also understand the importance and critical nature of careful management of the environment's configuration, as it is required to ensure cost and resource efficiency.

The capability to quickly identify the potential cause of issues through comprehensive impact is an important factor in managing any environment.

Benefits to you

- Ability to upscale your configuration management service to adequately capture all levels of configuration items of specific importance to your business

Knowledge Management

Effective knowledge management provides staff members with the ability to share in the collection of skills, lessons learnt and practical experience within your organisation.

We understand that people are your key to success and their knowledge is an asset. We can capture that knowledge and make it available via a web interface. This unique knowledge about your business means issues can be resolved more quickly. Your staff will be able to browse the knowledge base for solutions to technical and business queries.

Benefits to you

- Faster resolution time
- Increased percentage of calls fixed on first point of contact
- Increased staff satisfaction
- Mitigates the loss of skills and experience associated with attrition
- Knowledge at your fingertips

The Fujitsu advantage

- Good practice methodology and ITIL-aligned processes
- Service solution development with a customer focus
- Shared tool set provides transparency of services
- Customer focused solutions with experience to deliver
- Experience with integration of processes and tools within complex infrastructures and organisations
- Auditable processes that support high and various standards of regulatory requirements
- Rapid and efficient implementation of services