

FACT SHEET

FUJITSU RETAIL MANAGED SERVICES

WALL-TO-WALL SUPPORT FOR THE EVOLVING RETAIL ENVIRONMENT

RETAIL MANAGED SERVICES

- Focuses on the reduction of your costs over time
- Provides a single point of contact for resolving technology issues
- Delivers a fully-staffed retail-focused service center to quickly resolve technical issues
- Allows you to replace simple components of your POS system yourself, thereby reducing costs (Customer Assist Plan)
- Removes the burden associated with rolling out new technology through the Fujitsu fully-integrated supply chain management model

In today's increasingly complex retail environment, the Fujitsu Retail Managed Services are the only truly multi-vendor technology services available to retailers. Driven by a relentless cost reduction strategy, we provide store technology support, hardware and software staging and integration, management and deployment of retail technology—all backed by 30 years of retail-focused experience.

We've redefined what it means to be a retail partner—one that is trusted, open to transparently sharing information with you and focused on a collaborative relationship that supports your business strategy. It is this approach that forms the basis of our Fujitsu Retail Managed Services and helps you improve profitability and store operations.

FUJITSU RETAIL MANAGED SERVICES

Support Services	Other Services
Help Desk	Deployment Services
Store Technology Support	Supply Chain Management
CAP & Depot	

STORE TECHNOLOGY SUPPORT SERVICES

Our experience reveals that 60 percent of the opportunities to reduce technology costs can be found in the maintenance and management of retail systems - not at the time of acquisition. That's why our unique approach to service focuses on the reduction of your costs over time, leading not only to significant price savings, but also to improved store operations and better service for customers.

Our comprehensive suite of technology support services includes:

Help Desk Support Center

The Fujitsu fully-staffed retail-focused service center serves as an outsourced help desk, quickly resolving technical issues while you focus on your core activities. Our multi-vendor approach to service helps you meet today's complex and growing support requirements, and provides a single point of contact for resolving technology issues. We offer support in multiple languages, including English, Spanish, Italian, French and Japanese. In addition, our help desk methodology empowers you with the business intelligence you need to reduce your costs while maintaining and even improving service levels.

Store Technology Maintenance

Fujitsu offers a unique service delivery model, Retainer Plus, that focuses on reducing your costs over the long term and improving your operations. Through a collaborative approach, we work with you to decrease wasteful service delivery activities without sacrificing SLA performance or quality. We then share the reduction in our costs associated with those activities directly with you. The result is a mutually beneficial outcome—our costs go down and your price decreases.

What's more, it's a risk-free model because your pricing is based only on your actual call volumes, not historical data that most providers rely on to forecast flat-rate maintenance pricing.

RETAINER PLUS

Retainer Plus is the unique commercial model offered by Fujitsu that combines the protection of traditional insurance-based pricing with the incentives of activity-based pricing.

Through a collaborative Fujitsu-retailer relationship that encourages transparent sharing of data and analysis, we work with you to reduce the low value (redundant lineeffective) service calls through store staff and Help Desk intervention and share the cost savings achieved by this reduced activity with the retailer. Only Fujitsu has the organizational philosophy and operational structure to deliver this collaborative approach designed to significantly reduce your fees while improving your operations.

Customer Assist Plan & Depot Program

One more way Fujitsu helps you reduce maintenance costs is through our Customer Assist Plan (CAP). This program allows you to replace simple components of your POS system yourself, thereby avoiding the cost of dispatching Fujitsu resources to your location. All you need is a centralized help desk that can provide sufficient expertise and guidance to store personnel as they replace basic system parts.

For non-critical repairs, our Depot Program offers even greater savings with the option for you to ship your faulty equipment to us for repair.

RETAIL DEPLOYMENT SERVICES

Few IT departments have the specialized skills or spare capacity to undertake complex deployment projects. That's where the Fujitsu experience can help. Our highly specialized project management team concentrates specifically on the end-to-end management of retail deployment solutions, bringing together the hardware, software, resources and logistical elements needed for even the most extensive rollouts.

Deployment services include installations/de-installations, conversions, wiring, training and support. We provide a single point of accountability for all phases of rollout to get your systems up and running on time and within budget.

SUPPLY CHAIN MANAGEMENT

The Fujitsu fully-integrated supply chain management model removes the burden associated with rolling out new technology. We specialize in the manufacturing, integration and supply of highly complex and customer-specific, multi-configuration products and systems.

Our methodology and logistics operational model enable us to effectively manage your requirements, from helping develop sales forecasts and demand planning to invoice processing and payment on your behalf. We can manage only those parts of the process that you request, or deliver comprehensive, start-to-finish services.

RELENTLESS COST REDUCTION

Through our Relentless Cost Reduction strategy we drive actionable cost reduction strategies that typically save our customers 15-30 percent in service delivery expense. Our unique business model encourages process improvements that continuously reduce the cost of maintenance, leading to year-over-year savings.

For more information on the Fujitsu Retail Managed Services, contact us today.

ABOUT FUJITSU AMERICA

Fujitsu America, Inc. is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings including consulting, systems integration, managed services and outsourcing for enterprise applications, data center and field services operations, based on server, software, storage and mobile technologies. Fujitsu provides industry-oriented solutions for manufacturing, retail, healthcare, government, education, financial services and communications sectors.

For more information, please visit:
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