



FUJITSU

Get your
services up to
speed

Say hello to our Enterprise *Changing Service*
Management Solutions

shaping tomorrow with you





Service Excellence Reinvented

Fujitsu are helping organisations around the world accelerate their digital journey with confidence and less risk – helping them reap the benefits of end-to-end digital transformation.

Service Management evolution is a key piece of this digital jigsaw. Inefficient processes and duplicated efforts are a major cause of reduced productivity and cost inefficiencies in organisations big and small – not to mention dissatisfaction and frustration it causes for employees, customers and vendors.

We believe there's a better way.

Our Service Management solutions combine the power of ServiceNow with Fujitsu's 20+ years of delivering service excellence. Together with ServiceNow we streamline service management processes across the enterprise. So your people are free to focus on doing more of what they do best.

Get your services up to speed.

Enterprise Service Management with ServiceNow

Organisations continue to look at public Cloud platforms to migrate their applications workload to, with back office operations a key target area.

We are committed to supporting the ecosystem of 3rd party Cloud platforms, with ServiceNow being a strategic focus. In leveraging these platforms, we can provide an increasingly comprehensive range of services including Cloud integration via the RunMyProcess process automation platform, business change consulting and Smart Analytics. Migrating Service Management to a Cloud based platform not just enables a much improved and integrated service delivery, but a substantially better ROI as well. Legacy systems can be retired, and a true, utility scalable and flexible opex model can be put in place.

Service Transformation: Illustrative Scenarios

■ IT

Improving service, driving efficiency and controlling operational costs are key drivers for any IT department.

What if you could:

Have a single system of record across your IT department?

Have integrated processes and automate?

Improve management information?

Reduce incident lifecycle, improve the change process, manage assets and business services using one platform?

Improve user experience through chat functionality and collaborative working?

This is ITSM through ServiceNow.

■ Field Services

Poorly delivered field services result in low customer satisfaction and reputation issues, whilst adding cost and complexity to your business.

What if you could:

Match technician skills, geographic territory assignments, and available inventory to ensure fixes are made first time?

Monitor field service technician performance and analyse how to improve productivity in the field?

Enhance customer satisfaction and loyalty through excellent field services?

This is ServiceNow Field Service Management.

■ HR

First impressions count, and when organisations hire new staff the first day is all important.

What if you could:

Fill in a single form regarding a new hire and relevant teams can access it via a single source of truth?

Ensure everyone knows the process and can follow it easily and the new hire sees it as a seamless experience?

Have IT, HR, Facilities, Security etc. coordinated when a new hire arrives, creating a great first impression through seamless on-boarding process?

All this and more can be delivered via the ServiceNow HR Service Management portal.

■ Facilities

What if you could:

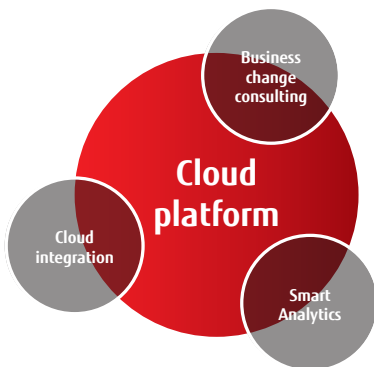
Have a safe working environment where issues are resolved quickly?

Empower facilities staff to know work schedules and maintenance in your estate?

Proactively respond to incidents?

Enable end users to monitor and track tickets through a single source of truth?

This is the ServiceNow Facilities portal.





CASE STUDY

UK Utilities Company: ITSM Transformation

» "The real test was Monday morning, when we usually see a 30% hike in service desk volume, and even then we had no issues – literally we had no issues."

Client

Challenge

Existing ITSM tool had limited functionality and was unable to support new requirements. In the middle of the project, the company that staffs their service desk offshore was changed.

Solution

'Big Bang' migration to a modern, state-of-the-art ServiceNow platform supporting 35,000 end users, 2,500 IS users, & 350 resolver groups – the largest implementation of ServiceNow across Europe at the time. 'Lift and shift' of configuration, incident, problem and change management along with service request.

Benefits

Saved 400 person hours in a few months by automating 50% of fulfilment rate.



CASE STUDY

Global Financial Services Company: Service Transition and Transformation

» “Our business proposal detailed many areas that, by implementing ServiceNow would be significantly improving the way we do business and support the bank’s transformation programme. Change requests currently take 7 hours, we expect a reduction to under 30 mins.”

Client

Challenge

Legacy Systems & Services not integrated. High cost to maintain and operate. Limited functionality and unable to support new requirement. Demanding timeframe for migration.

Solution

Implementation managed to first support existing processes, and then add new functionality along a defined improvement roadmap. Additional functionality included self-service portal, orchestration and workflow management. All delivered in parallel. One of the largest global implementations of ServiceNow - 110,000 end users, 15,000 IS users, & 350 resolver groups.

Benefits

One strategic platform across the organisation. Reduced time to fulfil requests. Increased ROI, with other major projects using the platform.

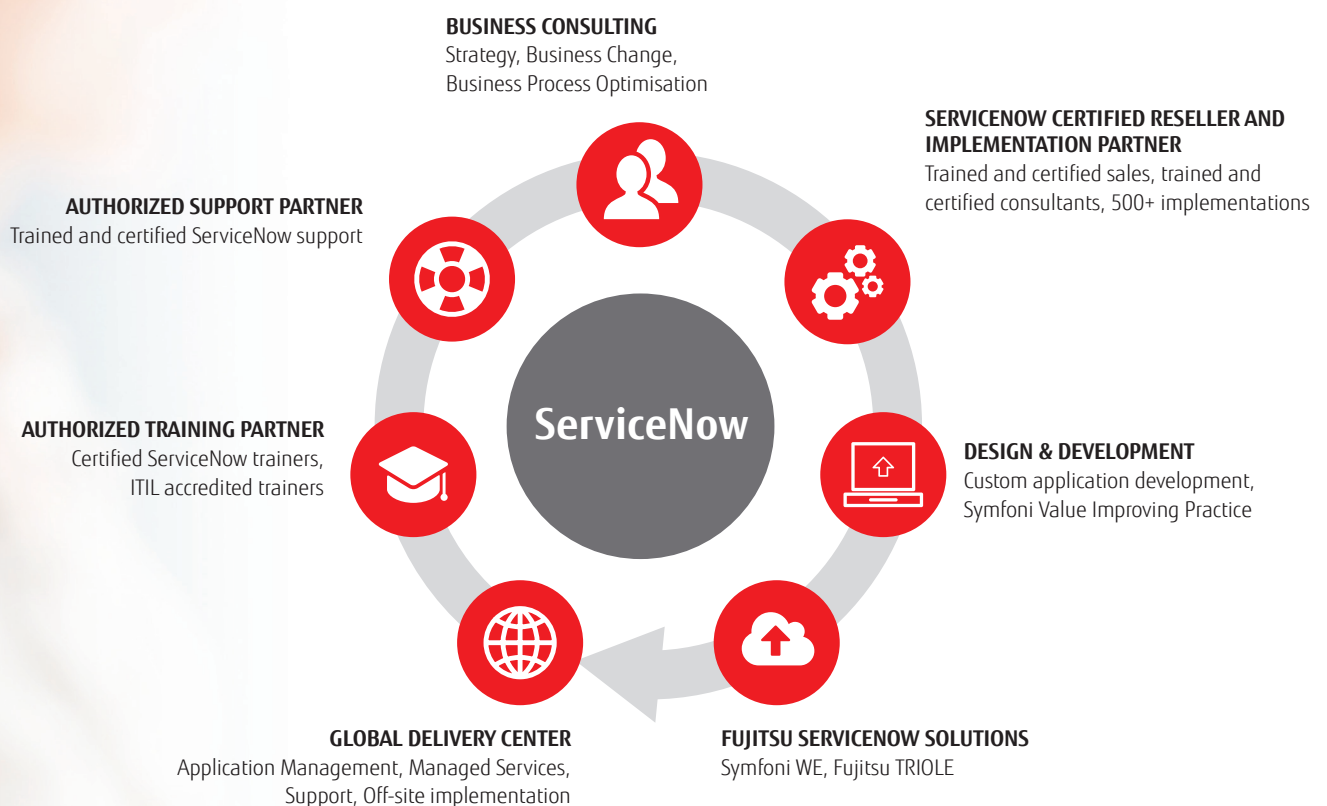
Your ServiceNow Lifecycle Partner

Fujitsu provides the end-to-end ServiceNow solution, from consultancy services to support.

We are one of the only full lifecycle ServiceNow partners in EMEA, taking organisations from consultancy to help you build your ServiceNow project to supporting your organisation as ServiceNow becomes business-as-usual.

- A leading end-to-end ServiceNow partner in Europe delivering consultancy, implementation, support and training.
- Projects delivered across a range of verticals: Consulting, Education, Health, Finance, IT & Telecoms, Manufacturing, NGOs, Public Sector, Retail and Transport.

ServiceNow Full Lifecycle Partner



Five Ways of Accessing ServiceNow

Our Gold level sales partnership with ServiceNow means our customers have a choice of solutions to best suit their organisation's needs - both now, and in a scalable way for the future.

Fujitsu provides end-to-end implementation services with consultancy, integration services, service orchestration, stakeholder communication, training and support. We can provide off-the-shelf or customised ServiceNow instances, ensuring your organisation gets the configuration you need.

- A Managed Service Provider (MSP) solution where we manage and operate the ServiceNow platform on your behalf. We look after everything end-to-end including integration services, stakeholder communication, training and support.
- Fujitsu ServiceNow Solutions:
 - TRIOLE for ServiceNow: TRIOLE is Fujitsu's best practise offering where solutions are built using rigorously pre-tested standardised building blocks, allowing for fast implementation. We have used this approach to develop TRIOLE for ServiceNow a Service Desk application build on ServiceNow technology. TRIOLE for ServiceNow is used in our global service desks and provides our customers with a consistent service desk experience no matter where they are in the world. This can be delivered to you as a Managed Service or as a blueprinted solution, depending on your organisation's size and requirements.
 - Symfoni WE: Symfoni WE closes gaps in the service delivery value chain. Based on ServiceNow, this set of applications is built to rationalise all processes and procedures by automation. Through the Symfoni WE support portal (based on ITSM best practice) you can automate and control your delivery services; optimise your financial administration; ease KPI control and management reports and increase overview of skills and training.
- ServiceNow Express: Fujitsu is accredited to sell and implement ServiceNow Express. This is a highly standardised solution that can be rapidly deployed with process templates and definitions, as well as minimum configuration and customisation requirements.
- ServiceNow licences and services can be procured from Fujitsu through Public Sector frameworks, for example G Cloud in the UK and SMALS in Belgium.
- Direct Resell, enabling you to have one point of contact for all your ServiceNow needs.





CASE STUDY

Norway Retailer – Symfoni ESM Customer Story

» "The main reasons for choosing Symfoni ESM were the understanding of Co-op's business needs, Symfoni's documented expertise in the ESM area and the implementation methodology."

Client

Challenge

Outdated IT Service Management solution, and no system that supported Service Management processes for the rest of the organisation.

Integration across entire organisation needed, including functions like HR, accounting, administration and operations required. User friendliness, simple to upgrade and scalability were important.

Solution

Fast implementation with 80% of processes up and running at once, rather than one-by-one.

The ServiceNow platform handles all incoming enquiries, with management reports improving control and quality.

All incoming phone calls automatically generate a new ticket and they have a self-service portal for enrolment of requests from the website and the Intranet.

Will be scaled to cover self service portal for store based inventory ordering.

Result

A whole new level of support for business and operations throughout the retail organisation. Client is highly satisfied with the flexibility of the new solution and the ease of upgrades and changes as the company evolves.

Reports are easily accessible and they save time and increase efficiency by using templates, like the standardised feedback.

The customer estimates that, as well as the new structure of the organisation, this has saved them between €220,000 - €440,000 per year.

Why Fujitsu?

Over

350

trained consultants worldwide...



250

in EMEA



Delivered over
400 ServiceNow
implementations
across Europe



ServiceNow
Partner for

8 years



Building on

20+ years

of Service
Excellence



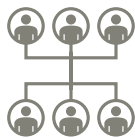
20+ years

of ITSM
experience



8,000 service desk

agents, supporting
2,700 Managed
Service Desk Customers
globally with over
30 million end user
contacts per year.



Over 4.5 million
users on our
globally operated
shared Service
Desks

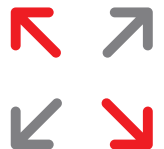


Multi-lingual support
(+30 languages) across
5 Global Service Desk
Centres worldwide
(Portugal, Poland, Costa
Rica, Malaysia and
the Philippines).



Support services
to a range
of customers
ranging in size
from 40 to

14,000 users



We believe in the value of **ServiceNow** so much so that we are implementing it across our own organisation – from ITSM to Field Services to HR, we are living ServiceNow.



Local service desks providing **24/7 access** and support to customers in over 160 countries.



Leader in Gartner Magic Quadrant, End User Outsourcing Services in Europe.



Agile SaaS delivery model for rapid implementation
- within weeks
- and quick realisation of benefits.



Our understanding of how ServiceNow works, through our own use, is one of the reasons that our Net Promoter "Likely to Recommend" score is 9.0, something we are very proud of.



Over \$2bn. of business supported using ServiceNow in ITSM, Field Service and HR, securely underpinned with Edge Encryption.



More than 10 years of delivering global SaaS implementations - with self-service models with defined workflows driving service excellence.

Customers have seen an average ROI on ServiceNow projects of **449%** with an average payback period of 7.4 months.



While there are lots and lots of reasons to choose us for a ServiceNow project, the most important ones reside inside your organisation - your people. Service and process inefficiencies are a proven drain on people's time and emotional energy, and consequently on business productivity and creativity.

So, get your services up to speed.

Take the next step with us. Contact us on:

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@fujitsu_now

#EnablingDigital

www.fujitsu.com/servicenow

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