

CASE STUDY

The benefits of a strategic partnership

Halifax Bank of Scotland and Fujitsu

“Having made the strategic decision to consolidate our existing three suppliers to just the one for the HBOS Group IT contract, we knew the partner would need to have impeccable credentials and that’s why we chose Fujitsu. Delivering what they promised: consistent service level agreements with a value added business proposition.”

Bob Smith, Head of Colleague IT Services, HBOS



The challenge

With 65,500 seats across the Bank's UK operations, HBOS began a move from three suppliers to a single partner for the distributed provisioning of IT services in 2007. The initial rationale behind this was to reduce support costs, based on a partner with a transparent pricing model. The successful partner would also have to maintain the existing service level agreements and provide a vehicle to drive a continuous service improvement culture.

Solution

“We needed to drive down IT service costs across our operations. That was our number one priority. But we knew that if we moved to one partner from three, the partner we chose must have impeccable credentials. We found that in Fujitsu,” says Jonathan Ward, Head of Relationship Management. Fujitsu won the HBOS seal of approval on the back of its multi-skilled engineers, and proven ability to manage large scale transitions of staff and equipment across multiple locations in very short time scales within the service offering of Managed Office.

“BOSIS laptop deployments, with 97.7% of users completed within the planned schedule. Over the last 5 weeks we have deployed 418 laptops with minimal impact to the sales force, which is a fantastic achievement.”

Kate Barrett, HBOS & PCM

Solution components

- Support of desktop PCs and servers in office locations, campus sites, headquarters and branch office locations throughout the UK
- Implementation of industry standard service level agreements without affecting the bank's day to day operation
- Software certification and packaging
- Establishment of a warehousing and commissioning centre with a specifically dedicated facility, where individual HBOS requirements tailored desktops and notebooks can be configured

Customer benefits

- Significantly reduced service costs
- Transparent cost accounting
- Improved first time fix rate
- Better management of service delivery across all operations
- Compelling business case

The project

Fujitsu was appointed as the preferred partner in January 2007. The agreement offered an immediate saving of £ 6 million in the first year with subsequent increased savings in the following years. 180 employees transferred to Fujitsu under existing TUPE regulations and the transition program was successfully completed in just four months. Industry standard service level agreements were implemented and the Bank's day to day operation was unaffected by the change. The contract is based upon support of desktop PCs and servers in office locations, campus sites, headquarters and branch office locations throughout the UK. There have been several other notable successes.

User Access Management (UAM): The Fujitsu UAM desk was up and running at the start of the contract. It soon became apparent that the number of requests handled by the team was rising steadily. Yet, the team managed to reduce its time per task whilst maintaining the correct level of service throughout the year – and now handles up to 50 % more requests. It has been a truly outstanding performance.

Software Certification & Packaging: The Fujitsu Software Certification and Packaging team has delivered service consistently above the Service Level target. The team recently increased its workload capacity at no additional cost to HBOS.

Total Cost Clarity & Service workshops: Fujitsu ran several workshops with HBOS employees, looking at ways to improve its service. The sessions demonstrated how Fujitsu cost base is made up, as well as the drivers that affect the outcome of any charges, "What if" scenarios were developed and service improvement opportunities explored to demonstrate the effectiveness of the Fujitsu model.

A record of success

In just 12 months, Fujitsu has helped HBOS reduce costs and introduced innovative, practical approaches to drive up service quality. Fujitsu has delivered transparent cost accounting, improved the services to HBOS desktop and server users across all divisions, and significantly reduced service costs.

This includes an improved first time fix rate and better management of service delivery across all operations. The Office of Continuous Improvement and Innovation delivers continuous improvement in all areas and drives the continuous improvement culture that underpins the Fujitsu service delivery model.

This high performance has been consistently delivered by campus and mobile engineers delivering services that are specific, measurable and improving on a monthly basis.

Bob Smith concludes: "Fujitsu delivers what it promises, while at the same time reducing costs on an annual basis. The combination of high levels of service and transparent accounting makes a compelling business case that justifies the selection of Fujitsu as our Strategic Support Provider for desktop and distributed server support services."

Contact

Fujitsu (FTS) Ltd.
Marketing Communications
Email: ukmarketing@ts.fujitsu.com
Phone: +44 (0) 1344 475000

All rights reserved, including intellectual property rights. Technical data subject to modifications and delivery subject to availability. Any liability that the data and illustrations are complete, actual or correct is excluded. Designations may be trademarks and/or copyrights of the respective manufacturer, the use of which by third parties for their own purposes may infringe the rights of such owner. For further information see ts.fujitsu.com/terms_of_use.html Copyright