

## Fujitsu Signs Contract With Eltel Group to Provide End User Services to over 5500 users across the Nordics and UK

### News facts:

- Fujitsu will deliver 24/7 IT support and device lifecycle services to over 5500 users across the Nordics and the UK
- Three-year contract helps Eltel unify its end-to-end IT services, drive efficiency and support business growth
- Option to extend contract by two years

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**Copenhagen, August 23, 2016** – Fujitsu Finland Oy has signed an agreement for the delivery of end user services to Eltel Group, a leading European provider of technical services for critical infrastructure networks. Under the contract, Fujitsu will provide round-the-clock service desk and on-site support to more than 5500 users in the Nordic region and the UK, as well as being responsible for workplace management and lifecycle services for Eltel's IT devices. The agreement runs over three years with an option for a two year extension.

Outsourcing the secure management of its end user services to Fujitsu allows Eltel to flexibly support changing business demands while at the same time benefiting from increased service efficiency and user satisfaction at reduced costs. Following a competitive tender process to select a new infrastructure service provider, Eltel chose Fujitsu for its ability to meet the organization's business needs across the region at a competitive price.

Michael Langendorf, CIO at Eltel Group, says: "Fujitsu have been very proactive before and during the process and have shown good understanding of the challenges we are facing with technicians working in remote places. Enabling our staff to work more productively in the way that best suits them is important to us and Fujitsu has expertise in addressing the challenges that come with digitalization and workplace transformation. As we streamline our operations across Finland, Sweden, Denmark, Norway and the UK and move towards a more service-based platform, Fujitsu's ability to deliver a single blended service that adds value and can evolve with our business requirements will help us scale easily to meet current and future demands."

Karin Schreil Jonsson, Head of Fujitsu Nordic, says: "IT has to work seamlessly so users can access what they need, when, where and how they need to. By choosing to outsource to a trusted provider, organizations can maximize the benefits that come with the latest technological developments and achieve real performance improvements. Fujitsu is enabling businesses to innovate, reduce costs and drive their digital transformation, and we are looking forward to doing just that for Eltel."

The deployment project for Fujitsu's services begins immediately and all services will be fully up and running by spring 2017.

**Online resources**

- Read the Fujitsu blog: <http://blog.ts.fujitsu.com>
- Follow Fujitsu on Twitter: [http://www.twitter.com/Fujitsu\\_Global](http://www.twitter.com/Fujitsu_Global)
- Follow us on LinkedIn: <http://www.linkedin.com/company/fujitsu>
- Find Fujitsu on Facebook: <http://www.facebook.com/FujitsuICT>
- Fujitsu pictures and media server: <http://mediaportal.ts.fujitsu.com/pages/portal.php>
- For regular news updates, bookmark the Fujitsu newsroom: <http://ts.fujitsu.com/ps2/nr/index.aspx>

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**About Fujitsu**

Fujitsu is the leading Japanese information and communication technology (ICT) company, offering a full range of technology products, solutions, and services. Approximately 156,000 Fujitsu people support customers in more than 100 countries. We use our experience and the power of ICT to shape the future of society with our customers. Fujitsu Limited (TSE: 6702) reported consolidated revenues of 4.7 trillion yen (US\$41 billion) for the fiscal year ended March 31, 2016. For more information, please see <http://www.fujitsu.com>.

**About Fujitsu EMEA**

Fujitsu enables customers to capitalize on digital opportunities with confidence, by helping them to balance robust ICT and digital innovation. Fujitsu's full portfolio of products, solutions and services gives its customers a competitive advantage in the era of digital transformation. In Europe, the Middle East, India and Africa (EMEA) the company employs more than 26,000 people. For more information, please see <http://www.fujitsu.com/fts/about/>

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