

Data sheet

Capability Overview:

IT Management as a Service

Fujitsu IT Management as a Service is a suite of SaaS-based applications providing the infrastructure, application monitoring and service desk capabilities needed to deliver a more efficient and cost-effective IT operation.

**The dynamic IT environment:
Can you keep up?**

IT managers are under constant pressure to ensure the high performance and availability of their IT environment. It's a critical role – with any shortfalls in service levels potentially impacting business productivity and revenues. However, as organizations embrace an increasingly diverse mix of IT delivery models – from on-premise infrastructures and outsourced services to private and public cloud services – the task is growing ever more difficult.

The boundaries and interrelationships between these different services are constantly shifting – with the rate of change and innovation unprecedented. In order to truly understand and optimize performance, it's vital to gain a unified view of all the infrastructures that

the business relies on. It's about having the visibility to manage the environment in the most efficient and effective way. It's about being able to quickly add or remove capacity to respond to new business demands. And it's about doing so without adding further cost and complexity. Can you keep up?

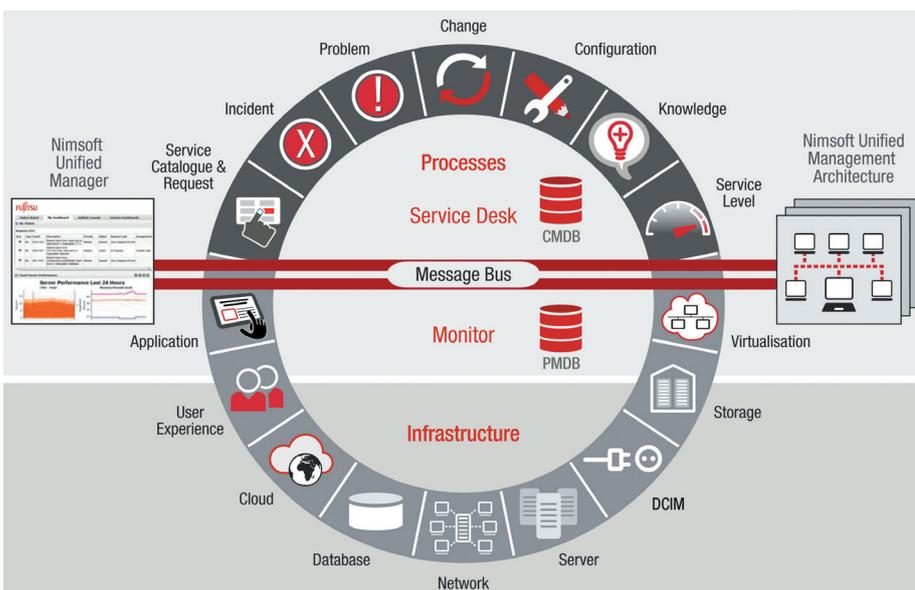
Why traditional approaches could be holding you back

Many organizations are finding themselves increasingly constrained by traditional IT management platforms and tools. These systems either demand a high degree of costly, labor-intensive customization and are difficult to adapt to the changing needs of the organization or serve as limited point tools that don't deliver the level of capability or insight needed to optimize performance.

Unified IT management

Fujitsu ITMaaS is delivered in partnership with Nimsoft, a CA Technologies company. Nimsoft provides the industry's only unified IT management solution, combining a broad set of network monitoring and service desk management capabilities, plus the flexibility of deploying the solution on-premise and in the cloud. Today over 20,000 enterprises are already reaping the benefits – using Nimsoft to optimize their business services, driving greater agility and performance.

ITMaaS solution overview



In addition, these solutions have typically been deployed on-premise, with all the cost and management overhead associated with upfront infrastructure investments, as well as ongoing maintenance. The Fujitsu IT Management as a Service suite of services has been developed to address these issues head on – bringing you the functionality you need for effective IT management on demand.

Introducing Fujitsu IT Management as a Service

Fujitsu IT Management as a Service (ITMaaS) is a suite of SaaS-based applications providing the infrastructure, application monitoring and service desk capabilities needed to underpin an efficient and cost-effective IT Management operation.

By leveraging the Fujitsu Global Cloud Platform, ITMaaS enables you to rapidly deploy a flexible, high performing IT management solution – all without the cost or complexity of managing multiple applications and tools.

Scope of services

The Fujitsu ITMaaS suite of applications currently comprises two modules, powered by Nimsoft's advanced service management technology:

Service Desk as a Service

Fujitsu Service Desk as a Service provides a comprehensive SaaS-based IT service management solution with built in, ITIL-based best practices and action-based workflows for managing, co-ordinating and optimizing all aspects of service delivery. Importantly, Service Desk as a Service offers sophisticated IT service management capabilities that can be readily tailored to meet the specific needs of your business – without complex labor-intensive coding, and all its time and budget implications. Our offering includes the advice and guidance you need to optimize your IT management, the training that quickly gives your team the expertise it needs, and the timely support to rapidly get started and position your implementation for long-term success.

Monitoring as a Service

Fujitsu Monitoring as a Service offers a single, unified interface for tracking all the vital, dynamic resources your business relies on – whether in the cloud, on-premises or a combination. It gives you the comprehensive monitoring insights needed to ensure your business services perform optimally at all times. Monitoring as a Service is a complete solution enabling you to choose the capabilities and coverage your business needs. The service is ready to deploy immediately, featuring preconfigured polling and thresholds.

Reaping the benefits

Fujitsu ITMaaS can help:

■ Boost service levels

Your organization can realize the efficiency gains and operational insights it needs to deliver more effective, responsive and reliable services to customers and end users – across both cloud and non-cloud IT services. You can more consistently meet your service level agreements and objectives – and deliver the high value services that strengthen customer satisfaction and loyalty.

■ Reduce costs

Fujitsu ITMaaS eliminates the system and administrative costs of running, supporting and managing an on-premise solution. As a result, it can mean up to 60% less cost to deploy and 40% less to operate.

■ Improve efficiency

Our suite of SaaS-based applications give you the tools you need to better measure, track and improve business performance. Using the automation, knowledge base and workflows built into the system you can enhance the productivity and effectiveness of your staff.

Why Fujitsu?

Fujitsu ITMaaS provides a compelling alternative to costly and complex on-premise solutions.

Powered by Nimsoft, you can leverage the industry's only unified IT Management as a Service solution – giving you all the

capabilities you need to ensure a high performance environment – without the cost or complexity of on-premise deployment.

ITMaaS applications are delivered from the Fujitsu Global Cloud Platform – a trusted cloud service that gives you flexible, reliable, on-demand access to advanced IT management capabilities. It enables you to adopt a standardized approach to service desk provision and monitoring – to support your in-country operations across the world.

The suite marries the broadest set of monitoring data with ITIL v3 best-practice event-to-resolution workflows to provide exceptional service levels. Instead of suffering the lengthy, complex deployments that can be faced with on-premise solution, ITMaaS can be deployed in weeks, rather than months. What's more, you can readily adapt the capabilities in response to changing business needs.

A trusted leader in IT management services

With a 30 year track record in managed services delivery, Fujitsu has extensive experience of both deploying and delivering monitoring and service desk solutions – and services. We have over 1,900 service desk clients worldwide, with services delivered from 145 data centers – a mix of traditional and cloud services. It means we understand how to optimize IT management to ensure your organization reaps maximum value.

Our proud tradition of providing high quality enterprise-grade IT Management services has now been extended to efficient cloud-based services that are suitable for SMEs through to the largest enterprises and government customers.

What next?

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