

“I want Fujitsu to continue as a key partner in the future and we are widening the portfolio of services and technologies that are being shared with them.”

António Manuel Leal, IT Director, Jerónimo Martins Group



Customer's Challenge

The Jerónimo Martins Group is a leading food distribution and manufacturing organisation based in Portugal. The company operates Pingo Doce, the largest supermarket chain in Portugal with 214 stores, as well as 42-store hypermarket chain Feira Nova. In addition, it has 35 cash and carries operating under the Recheio brand.

In August 2005, in response to competitive pressures in the retail marketplace and the increasing emphasis on lower pricing as a basis for competition, Jerónimo Martins Group decided to outsource its desktop management. The retailer wanted a single point of contact for all its IT users. In addition, outsourcing would provide cost predictability and enable the retailer to focus on business-oriented projects.

Fujitsu Solution

Fujitsu was already working with Jerónimo Martins Group as its exclusive IT supplier for business-critical front-end systems. The levels of satisfaction on the service provided were such that Fujitsu was regarded as a key supplier for IT services. As a result, Jerónimo Martins Group awarded Fujitsu a contract to provide Infrastructure Outsourcing for its 291 store retail estate.

Fujitsu now provides infrastructure services for a distributed environment and a dedicated Service Desk to Jerónimo Martins Group.

At the infrastructure level, Fujitsu manages critical environments for the customer, delivering business continuity and security. This includes e-mail, file & print and LAN services and applies to both back-office and front-office systems.

The Service Desk covers both back-office and front-office support, acting as a single point of contact for all the IT systems' users, 24 hours a day, seven days a week. The support covers all Jerónimo Martins Group IT systems, including ISS software and Fujitsu hardware, servers, printers and head office systems. In total, support is provided for 2,800 users across 300 sites, encompassing 2,400 laptop and desktop computers, 900 printers, 400 servers and 2,500 front-office systems.

“Fujitsu is a key partner and the outsourcing contract reinforces this opinion,” says António Manuel Leal, IT Director, Jerónimo Martins Group.

SUMMARY OF KEY FACTS

Organisation

Jerónimo Martins Group

Service/s delivered

Infrastructure Outsourcing and Service Desk

Key Metrics

- 2,800 users across 214 supermarkets, 42 hypermarkets, 35 cash and carries, 7 warehouses and head offices

Benefits

- **Efficiency** – Fujitsu provides a single point of contact for all IT users
- **Responsiveness** – Fujitsu responds rapidly to IT issues that arise within the Jerónimo Martins Group business
- **Fixed cost** – a responsive service is provided for a regular, fixed fee
- **Shared knowledge** – Jerónimo Martins Group has access to a large pool of IT expertise from Fujitsu
- **Focus** – outsourcing its desktop support allows Jerónimo Martins Group to focus on its core business

CASE STUDY JERÓNIMO MARTINS GROUP

Within the scope of the service, Fujitsu manages about 6,000 calls a month and Jerónimo Martins Group has achieved new levels of service:

- Close to 100% systems availability
- 1,500 incidents managed every month, with 98% solved in less than 24 hours
- 6,000 calls managed every month, with 93% answered in less than 45 seconds and 90% of e-mails answered in less than 1 hour.

The customer scores Fujitsu 8 out of 10 for the overall quality of the service provided.

Benefits to our Customer

A number of business benefits are being realised by Jerónimo Martins Group:

- **Strategic focus** – outsourcing its desktop support allows Jerónimo Martins Group to focus on its core retail business
- **Partnership** – the close partnership means Fujitsu is in-tune with the changing requirements of the business and is able to adapt its service to respond to the retailer's requirements
- **Excellent delivery** – the support provided to Jerónimo Martins Group users on a daily basis has proved invaluable to the business
- **Transparent costs** – Fujitsu's outsourcing model provides a fixed cost for IT support, vital to managing a large business in a competitive marketplace
- **Service provided by specialists** – Jerónimo Martins Group has access to a wide pool of specialised IT resources at Fujitsu.

Our Approach

The level of service already being provided to Jerónimo Martins Group resulted in the retailer awarding Fujitsu the contract to provide desktop support across its retail business. Fujitsu's understanding of the business and application environment were also key to the decision.

In addition, Fujitsu demonstrated a long-term commitment to the Jerónimo Martins Group business, resulting in it being recognised as a key partner for IT in the future.

Fujitsu works closely in partnership with Jerónimo Martins Group to look after all of its operational IT systems. This includes the provision of desktop support to 4,400 users.

Fujitsu's desktop outsourcing approach offered Jerónimo Martins Group a flexible, but predictable cost-model with lower associated termination costs. An effective transition plan was proposed and implemented.

Our Expertise

Fujitsu has over 30 years' experience supporting in-store systems, integrating supply chains and optimising IT infrastructures.

ASK FUJITSU

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