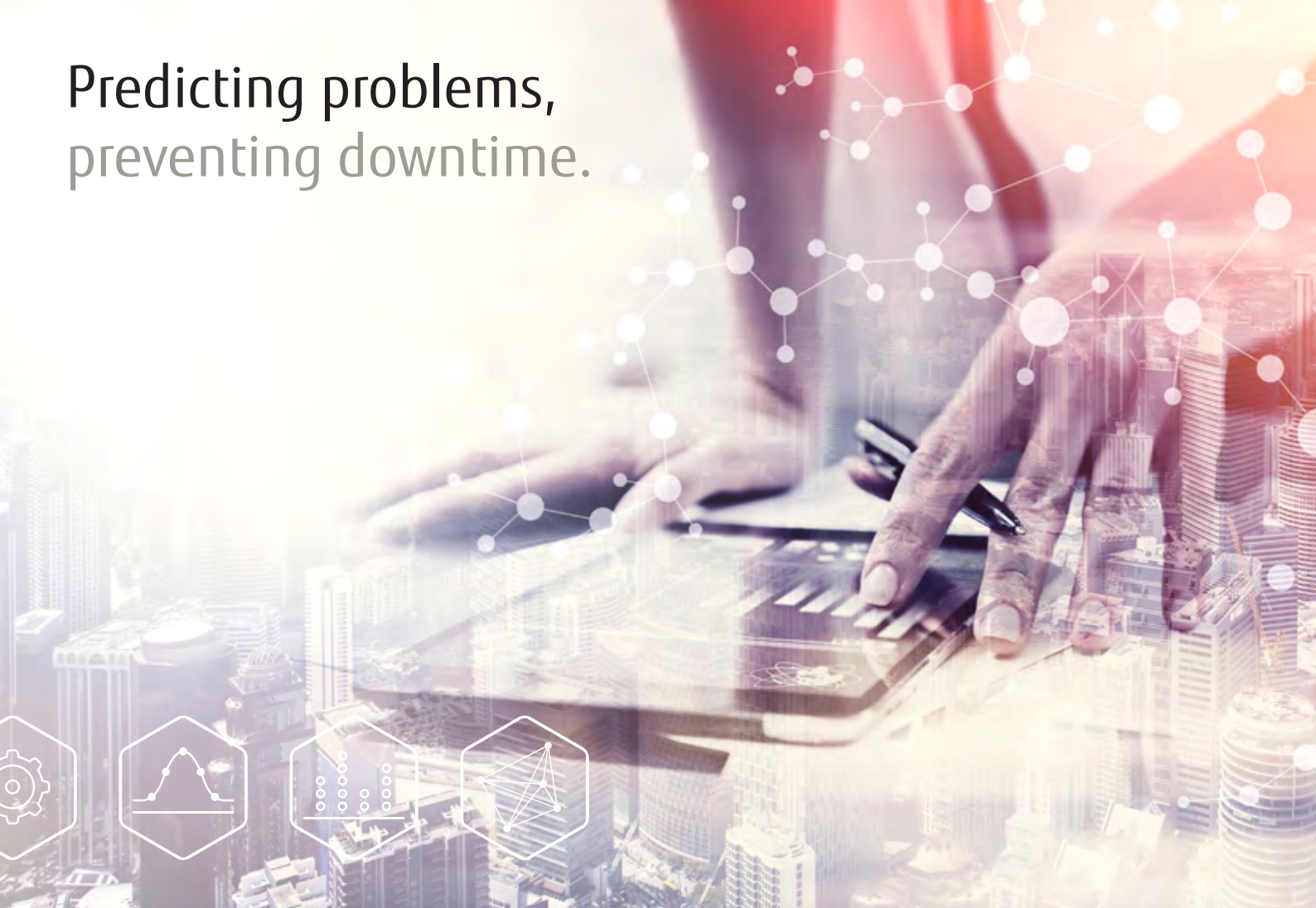# Intelligent Engineering

Predictive, preventive and proactive IT support

shaping tomorrow with you

FUJITSU

Predicting problems,
preventing downtime.

Today, a business can only function when its IT is working.
So, it's vital to avoid downtime. Disruption to your IT harms revenue streams, staff morale and your business reputation.

You can't afford to wait for problems to happen; then fix them. The aim is to predict issues before they arise. So, you can prevent them – not waste time solving them.

This is the role of Intelligent Engineering. It is predictive IT support. Using state-of-the-art analytics and IoT technology, we monitor your IT in real time. It means we can anticipate and avert critical issues. And if any problems do arise, we can fix them quicker.

The benefits to your business? With fewer incidents and less downtime, you drive down costs. And enable your people to be as productive as possible.

Reinventing technical support through analytics

Analytics is the force behind our Intelligent Engineering. We don't just look at things like device or call data.

We draw on your broader business data – from machine logs to trading information – to give you customized support that aligns with your company's aims.

It tells us what your main issues are, when is the most convenient time to support you and where to focus our efforts first. This can be critical to helping you stay productive even as we carry out maintenance.

Next generation technical support

IT support has historically been reactive:
wait for it to break then fix it, and fix it cheaply.
But this simple approach is no longer fit for purpose.

Intelligent Engineering takes a preventive approach. Our engineers aren't waiting for your call. They proactively monitor your whole estate, heading off problems before they harm your productivity. It's a model that meets the challenges modern businesses are facing.

Let's say you're a retail organization. And we notice that you're regularly rebooting a number of your self-service devices. We could apply a fix that not only takes care of those machines; but also protects the rest of your machines – at times of the day when we know footfall is at its lowest.

Over time, we will also build a deeper understanding of how your IT can better serve your business. So, your support contract can do more than keep things running. It can start to contribute to the improvement of your organization.

Support that's as agile as your business

Markets move incredibly quickly. So, the threat of disruption is always on the horizon. Companies need to be more proactive and agile than ever to stay competitive and keep operations running smoothly. Support has a crucial role to play – to make sure you're ready to respond to the ever-changing demands of consumers. Through predictive analytics we gain a deep knowledge of your IT and how your people and your customers interact with it. So, we can make informed choices over how to maintain and improve your estate.

Support that meets your people's expectations

The way people work is changing. Your workforce is more mobile. People use their own, and multiple, devices for work. Hours are more flexible. Four generations now occupy the same workspace. All of these factors combined result in the need to provide a range of choice on how your users consume service.

People want support to be on their terms, at a time and place of their choosing. Intelligent Engineering understands the behaviour and preferences of your workforce. So, the support we provide enhances the way you work.

Support that aligns to your needs

Intelligent Engineering is a personalized form of support. It does more than fight fires; it adds value to your business. By intelligently using your data, we can create more insightful reports. From this accurate, real-time information, we can identify areas that make a real difference. For example, finding ways to increase uptime, minimize disruption and improve your customer service.

With Intelligent Engineering, you can:

- » Reduce downtime
- » Reduce incidents
- » Resolve incidents quicker
- » Drive down costs

Service agreements shaped by your business needs

When you're driven by data, you can find better ways to do business.

We can identify your most valuable IT assets. And prioritize their maintenance.

For example, let's say a retailer does most of its trade through a number of terminals in key locations. We can build a focus on this equipment into our service level agreements.

Intelligent Engineering, seamless support

We tailor our Intelligent Engineering service to the specific needs of your business. We start by assessing your existing support. We then design a new model based on your pain points and your goals.

By building a layer of analytics into your technical support, we move you from a break/fix service to an intelligent service. This means support is ongoing and pre-emptive. You sort issues quicker and refine your IT over time.

Our aim is to make technical support something that you don't even notice.

Connect IT Bar

The Connect IT Bar is our on-site IT support solution.
It takes a proactive approach to IT incidents.

Your employees can book appointments to fit around their day. Or they can drop in and get help from dedicated engineers. Problems are triaged on arrival and your employees can wait for their device to be fixed, or walk away with a replacement.

It gives people expert support on their terms.

Intelligent Engineering in Action

Ensuring CaixaBank is always there for its customers

Client: CaixaBank

Sector: Financial Services

Challenge:
CaixaBank has 10,000 Automated Teller Machines (ATMs). It wanted to refresh them. So, they were easier to use, 24/7.

Solution:
We worked with the bank to develop a new, reliable ATM platform. The ATMs have features that make it easier for older people or people with disabilities to use them. We continue to maintain the platform.

Results:
- ATM uptime has increased to 98%
- 74% of bank transactions now happen at ATMs – freeing staff for more valuable work
- The smart ATMs can spot forged bank notes
- Customers can use their smartphone, wearable device or contactless card to make transactions. They now spend 30% less time at ATMs

» ATM uptime has increased to 98%.«

Increasing availability to McDonald's staff by minimizing IT disruption

Client: McDonald's UK

Sector: Hospitality

Challenge
McDonald's needed to put in place a new way of thinking with its support model that would better support the restaurants to help themselves and proactively address issues through a more dedicated programme of maintenance and education.

Solution
Proactive and preventative maintenance, training and education within the framework of a flexible contract that could change to meet needs as they develop.

An organic approach to problem-solving to help all stores run more smoothly.

Results:
- A team of engineers helped to predict problems before they arose
- Avoiding downtime in-store
- Issues resolved more effectively
- Helping restaurants to operate more efficiently
- Joined-up view of the estate

» Quality information leads to better business outcomes. This drives reliability – leading to more uptime and satisfied customers.«

Doug Baker
Head of IT, McDonald's UK

# Creating your Digital Workplace

Fujitsu has a vision for the workplace. We understand how technology can empower people at work, enabling them to create and collaborate, anytime, anywhere.

It isn't a one-size-fits-all solution. We're all different. So, we shape our digital workplace services around your specific needs.

We factor in your existing IT, the personal preferences of your people and the intelligence that the latest technology can uncover in data.

Intelligent Engineering is just one of the ways we can help you to digitize your business. Under the name Digital Workplace, we've brought our support and workplace services together. They all focus on freeing your people to do their best work. How? By using digital systems to give your workforce the tools and support they need, whenever and wherever.

You can read about our other Digital Workplace services below.
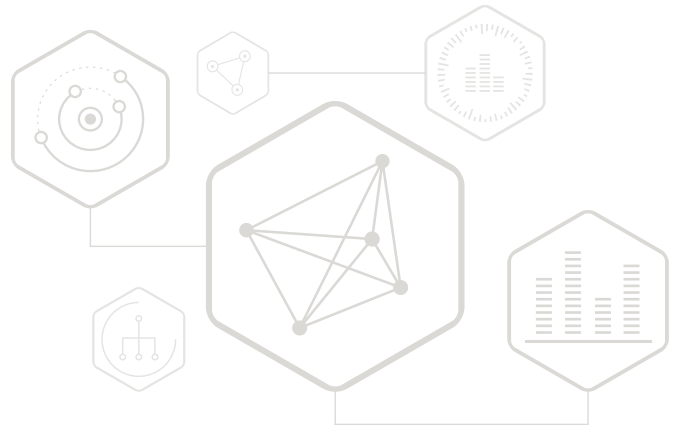
Social Command Center

The Social Command Center is our Service Desk of the future.
It is a user-centric support service powered by virtual assistants, artificial intelligence, and cognitive learning.
It empowers users to help themselves however and whenever they choose.

» Learn more about our Social Command Center

Workplace Anywhere

With Workplace Anywhere, you can bring people, systems, and data together. And you can do it securely. Our analytics platform shows you what your employees need and how they work. So, you can give them one experience across devices. The result? You unleash the potential of your people. And build a more productive business.

» Learn more about Workplace Anywhere

Why choose Fujitsu?

At Fujitsu, we work with you to build an understanding of your needs and challenges. So, we can deliver lasting results.

As well as being one of the world's largest IT services providers, we have unrivalled experience in deploying digital workplaces.

- We've successfully delivered global support services across sectors for more than 35 years
- We match our culture of service improvement to each customer's business outcomes
- We use proven preventive models to drive down incidents and increase productivity
- Our 15,000 engineers support 4.9 million devices, across 180 countries
- We bring you global innovations from our work in markets around the world

Support for a digital future

Intelligent Engineering puts predictive analytics at the heart of your IT. It turns support from a reactive to a proactive service. Engineering then becomes less about fixing problems; and more about helping your business achieve its aims.

Want to know more?
Get in touch.

Call us on **+44 (0) 1235 79 7711** to learn more or book an appointment.

» **Learn more about Intelligent Engineering**

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