

# Husqvarna outsources management of global IT infrastructure to Fujitsu to reduce costs and improve service levels

» Fujitsu is a key partner in helping Husqvarna evolve and adapt to meet the challenges of today's market. The team has proven flexible and willing to commit and they have been critical to the success of this enormous undertaking «

Martin Althén, Chief Information Officer, Husqvarna



## The Customer

The Husqvarna Group is the world's largest producer of outdoor power products including chainsaws, trimmers, lawn mowers and garden tractors. The Group is also the European leader in consumer watering products and one of the world leaders in cutting equipment and diamond tools for the construction and stone industries.

## The Challenge

The Husqvarna Group had developed as a fragmented company. Multiple mergers and acquisitions had led to many semi-autonomous entities operating under the Group umbrella. With the arrival of a new CEO and CIO in 2008, a new strategy was developed that would unite and embrace all the Group elements in one coherent infrastructure. This move towards greater cross-sharing called for increased harmonisation, group-wide decision-making and changes to the current operating model across the group. IT would prove critical to making this vision become reality.

*"We are an old company with a long history and that is reflected in our growth through acquisitions," explains Martin Althén, CIO, Husqvarna. "However, as a result our companies around the globe have never been properly integrated or shared common processes and IT. We wanted to change that by introducing a unification of process and global control that would make us more efficient and cost-effective, while significantly improving service levels and availability."*

Husqvarna needed to find a partner with the global reach and local expertise to help them meet the challenge. After a comprehensive selection process, based on price, experience, cultural fit and geographical presence, Fujitsu was recognised as best placed to deliver.

*"Fujitsu had local accountability in each country and promised easy and direct communication with the local decision-makers, which gave us confidence that we would have the support we need regardless of location," adds Althén. "The company also came in with competitive pricing and presented a range of case studies that demonstrated it has successfully delivered similar projects in the past."*

## THE CUSTOMER

Country: Sweden  
Industry: Manufacturing  
Founded: 1689  
Employees: 15,000  
Website: [www.husqvarna.com](http://www.husqvarna.com)



## THE CHALLENGE

Husqvarna's global business lacked a consistent approach to process and IT due to its development through mergers and acquisitions. The company therefore wanted to introduce a unified approach to operations to improve service and provide consistency.

## THE SOLUTION

Partnered with Fujitsu to introduce a common set of processes and standards globally. Fujitsu is now responsible for practically every aspect of IT infrastructure, including data centres, SAP and Lotus Domino, storage, networks, service desks and hardware.

## THE BENEFITS

- Provides better visibility of operations and costs, allowing the company to manage more effectively
- Improved service levels, increasing productivity
- Over 1,000 calls in multiple languages are handled by Fujitsu's help desk every week with a satisfaction rating of 85%

## The Solution

Fujitsu laid out an 18 month plan that would transform Husqvarna's global IT infrastructure. The project encompassed every element of the IT ecosystem including servers, SAP and Lotus Domino, storage, networks, service desks and hardware.

*"We started by working with Fujitsu to define what the common IT processes across the organisation are and how we could align them. The resulting plan was a combination of transition and transformation," comments Althén. "One key challenge was to facilitate the transition without impacting on the day-to-day running of the business."*

The transition plan consists of the transfer of staff, third party contacts and asset services in over 40 countries. This took nine months and caused little disruption to the business. The transformation entails bringing the future state delivery model on stream by transferring responsibility to Fujitsu for core IT components such as help desk, hardware and data centres. This complex and comprehensive task is on course for completion within an 18 month timeframe.

*"One of the first elements that Fujitsu took responsibility for was the Service Desk, where each local support desk was transferred to one global Fujitsu operation based out of Portugal, with language capabilities in English, Swedish, German, French, Spanish and Portuguese," says Althén. "This went very smoothly and the new service desk now handles over a thousand requests each week with high satisfaction levels. Now the focus is on increasing the capacity of the Service Desk by gradually migrating knowledge from the remaining Husqvarna application support groups."*

## The Benefit

Husqvarna is beginning to see the benefits of the new approach; chief amongst them are the improved service levels and availability achieved through standardised hardware, software and support. This is making the business overall more effective and efficient in operation.

*"Improving service levels was the principle driver behind this project and it hasn't disappointed," says Althén. "Before, every country did things differently; now we are moving to a unified and consistent way of working where everything runs more smoothly. We also have better visibility of activity so we know what is happening where and what is driving costs."*

As a result of the project, Husqvarna is also expecting to reduce costs as the volume scales: *"In the short term there is little cost reduction as we operated on a like-for-like basis but as we grow and the data volume increases, the costs will scale better. In other words, the more the company grows, the more money we will potentially save."*

The programme is on target to complete within its agreed timeframe by which time Fujitsu will have transitioned 8,000 desktops, consolidated data centres and rolled out a range of services, including business critical applications such as SAP.

*"Fujitsu has been a key partner in helping Husqvarna evolve and adapt to meet the challenges of today's market," concludes Althén. "The team has proven flexible and willing to commit and they have been critical to the success of this enormous undertaking. It is the beginning of a long journey with much still to be done. Husqvarna has great expectations that Fujitsu will drive this change as we go forward."*

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