

Service Desk

A Consistent & Compelling IT Service Experience



shaping tomorrow with you

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Grounded in the present, looking to the future

The Service Desk has never been more important. No longer just the ‘shop window’ of IT, it’s now a doorway to improved productivity for all users – wherever they are, whatever their preferred device, whenever they’re calling.

Soon self-aware machines may well be able to pre-emptively remedy technical issues themselves. But we know that this won’t be the end of the evolution of the Service Desk. After all, refining processes will always be preferable to merely maintaining them. And that requires a human-centric approach.

So we’re building a Service Desk that places users at its heart – a Service Desk that allows them to self-service, that integrates seamlessly with mobile and that harnesses the power of cloud solutions and social collaboration tools.

Read on to find out more about this vision and how we’re delivering it.



Fully flexible	Global enterprise	Consistent delivery	Delivering value	Frontline solutions
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A fully flexible offering

Achieve the perfect price/service ratio

We know the value of hard metrics. That's why First Time Fix and Average Speed of Answer are part of our standard Service Level Agreements.

But we also know that value means different things to different people. That's why we measure at both operational and strategic levels, and offer a flexible range of services.

With Fujitsu you can choose:

A dedicated Service Desk

Agents dedicated to your business use their extensive knowledge of your users, their practices and priorities to help them work more productively.

A shared Service Desk

Agents deal with a select group of customers with similar requirements with regards to scope of service, offering a high level of support at lower cost.

A combination

You can strike the perfect balance for your business using a dedicated Service Desk during core business hours, and a Shared Service Desk the rest of the time.



Philippe Mezan

IT Infrastructure Manager, Legrand



"I would like to employ our Service Desk with Fujitsu all over Legrand's world. The global economic situation is very tense and very complex. Having a flexible partner in such situations is very important."

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Consistent delivery

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Frontline solutions

Understanding the global enterprise



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A service centered around its users

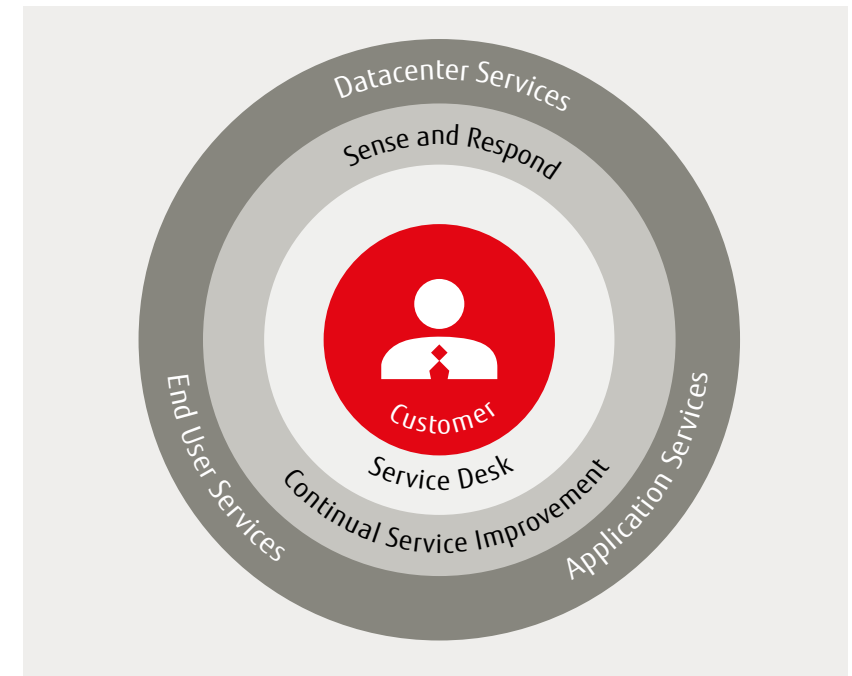
Driving real business benefits

Providing our global clients with quick, consistent resolutions to their IT problems is about more than having a worldwide presence – it's about having a local touch. That's why our five strategically placed Global Service Desk Centers are augmented by local Service Desks in more than 30 different countries across every major continent.

So wherever the user, whatever the channel, they're supported by people who understand not only their issues – but the context they occur in.

And because we've grown organically, our philosophy is as consistent across all of our Service Desks as the assistance they offer – whichever of our 3,200 clients they're working with.

Customers are at the center of all we do



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The recognition we receive is consistent too. We placed as "Leaders" in Gartner's Magic Quadrants for Desktop Outsourcing and for Help Desk Outsourcing, Europe (2009 – 2012) and for End User Outsourcing Services, Europe (2013 – 2014).



We provide:

- **8,000** Service Desk Staff
- **1** standardized point of contact for all incidents
- Support in over **30** languages, across various channels
- Services **24** hours a day, **365** days a year
- Access to **4.5m** end users



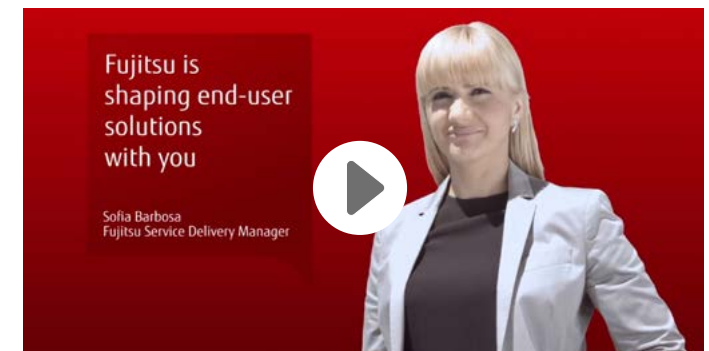
Simon Swinnerton

Project Delivery Manager, BAT



"Only a handful of suppliers could guarantee service delivery in 14 languages across multiple time zones. Of those, Fujitsu stood out because of the calibre of its staff and its proactive approach [...] There was a real energy present at the Global Delivery Center in Portugal that convinced us that Fujitsu would be the ideal partner in this journey."

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Take a look at our lean processes in action at our Lisbon-based Global Delivery Center.



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Delivering consistent, robust services



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Setting the standard

How we make it happen

We use TRIOLE® for Services to provide our core set of Service Management processes and toolsets, delivering an industrialized best practice approach.

Our well-developed standards act as a foundation for all of our Service Desks and align to the ISO/IEC 20000 standard for IT service management.

By building on the TRIOLE® principles of standardization and reuse, TRIOLE® for Services allows for cost-effective, future-proof provision of services and delivers market competitive functionality alongside industry aligned business processes.

Our architecture for delivering TRIOLE® for Services is built on a logical and robust toolset. Modular in approach, it can be configured to meet a variety of specific business needs. And for any business looking to adopt a standardized, informed and ISO/IEC 20000-compliant approach to service management, TRIOLE® for Services provides a rapid migration path.

Simplified control

- **Standardized**, high performance Service Management platform
- In line with **ISO/IEC 20000** standard for IT service management
- Management of **third-party support** providers for incident requests and performance reporting



Simon Swinnerton

Project Delivery Manager, BAT



"We now have total visibility of our global IT estate with a single provider and one tool [...] We carry out satisfaction surveys which have shown consistently high results once the service has bedded in."

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Delivering value through the way people work



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Fujitsu's Human Centric approach

Lean Services

For global enterprises, standing still is never an option. That's why our approach is underpinned by a 'lean' philosophy of continuous improvement. For us every problem presents an opportunity – not just to fix the issue – but to identify its underlying cause and eliminate it.

Sense and Respond

- Testament to our Japanese heritage, our approach is derived from the production lines of Toyota
- Our policy of 'Sense and Respond' means agents are always listening to feedback, and always looking for ways to improve processes
- This approach ensures the service stays attuned to your business goals, even as they change over time



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How Sense and Respond works in practice

Adding value, driving profitability

This Lean approach is something we've embedded into our DNA. It's in our tools, our methodologies and the mindset of our people. And it's what keeps us at the forefront of our industry.

In practice, it means giving our agents a forum to share their observations, and empowering them to act on them. Our daily Lean communication cells provide a brief yet thorough format for Service Desk staff to meet, review each day's performance and identify ways common issues can be resolved quicker.

In addition, we run workshops with our users, ensuring we understand exactly what they expect from the service and where improvements can be brought in. Together these measures have helped us not just to overcome issues more expediently, but eliminate them altogether. As a result, we've saved our clients millions in IT costs and transformed the role of the Service Desk from 'keeping the lights on' to actively driving profitability.

A philosophy of efficiency

- Services refined every day with Sense and Respond
- Regular forums with users help agents to identify issues early
- Deep understanding of client practices used to innovate first-time fixes



Xavier Milà

Head of Procurement at CTTI



"Together with Fujitsu we are learning to manage technology in a different way, bringing improvements in efficiency and reductions in cost. Fujitsu is not just a supplier, it has become one of our technology partners."

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Keeping solutions at the frontline



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Consistent delivery

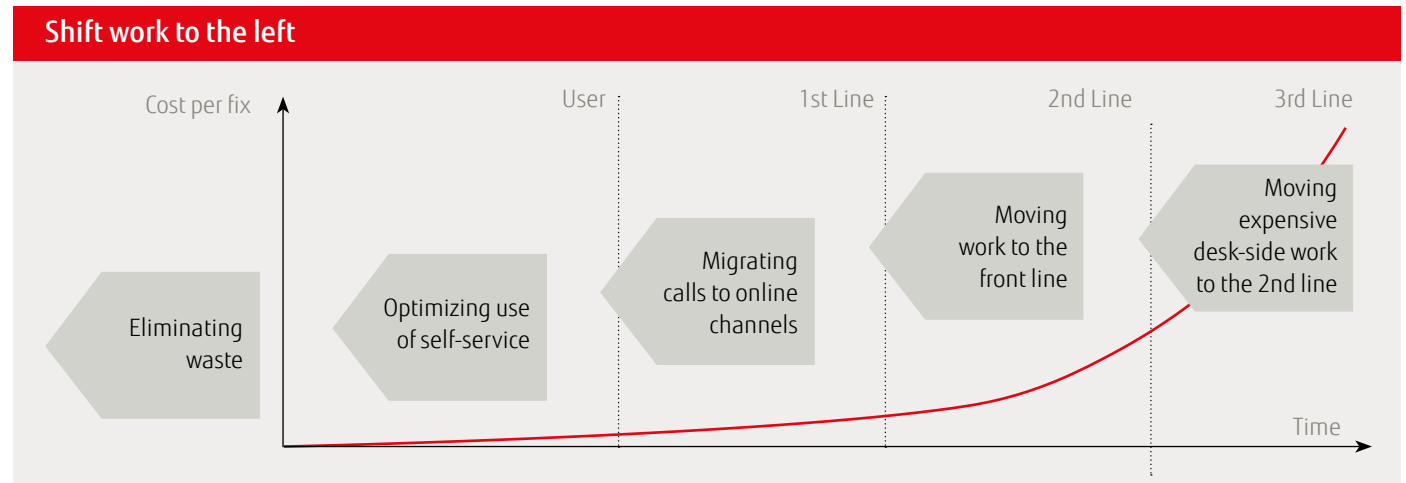
Delivering value

Frontline solutions

Measuring improvement

As our Service Desks strive towards more ambitious goals than their traditional counterparts, we need a different means of gauging their performance. We measure not only whether desks use the correct corporate procedures, but also how they are using those processes and procedures to improve service and deliver value.

Ultimately, we believe this comes down to making a 'Shift Left' – giving those closest to the problem the tools to solve it. Just as we empower our agents to innovate solutions to the issues that come to their Service Desk, we believe users should be empowered to self-serve common problems.



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That's why we provide portals where users can resolve issues themselves without turning to the desk, increasing satisfaction and saving both time and money.

For more information, find your local contact at www.fujitsu.com/contact

With Fujitsu you can expect:

- A human Centric approach, focused on business outcomes
- A continual commitment to improvement
- Improved user productivity and satisfaction
- Multi-channel support for users across time zones and languages
- ISO/IEC 20000 standard for IT service management



Simon Swinnerton

Project Delivery Manager, BAT



"Users now enjoy 24/7 coverage regardless of location and have the ability to use the portal to resolve incidents themselves [...] Fujitsu has proven to be an ideal partner. Its team is full of great people with deep experience who have helped us transition to a global service platform."

[Read more >](#)



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