

Introducing the cheaper way to increase efficiency

“SourceIT has significantly improved access to more competitive pricing; improved delivery lead times; increased flexibility and reduced process cost.”

Mark McCann – Sales Engagement Director, Capgemini



Challenge

Fujitsu Services is a leading European IT services company with an annual turnover of £2.46 billion (€3.59 billion) and over 19,000 employees across 20 countries. In its drive to offer the best possible value to both private and public sector organisations, Fujitsu wanted to improve the economies of scale it generated in the provision of IT hardware. Fujitsu also recognised that its customers typically did not just order a PC or server, but usually wanted an associated service, such as an engineer to undertake the installation. However, there was no combined product and services catalogue on the market.

While Fujitsu did already operate an intranet-based services procurement catalogue, called FSCat, it was used mostly to manage IMACs (Installs, Moves and Changes), was not directly accessible by customers and had no integrated links to the service providers.

Danny Lee, Operational Delivery Manager, SourceIT, Fujitsu Services, says, *“We originally wanted to provide our customers with an online shopping tool that had the sort of “add to basket” functionality that most of them would be familiar with. But we soon realised that it would be more effective for everyone if we could create a one-stop-shop, ‘Request for Fulfilment’ tool, so that when, for example, a new person joined the organisation it offered a simple way to buy and install the necessary IT systems.”*

Solution

The solution developed by Fujitsu was SourceIT, an e-Commerce system that is highly efficient, accurate and reliable. Its key aim is to provide a light touch ordering system that can be offered to Fujitsu’s customers as a shared service hosted in a secure Fujitsu data centre.

The Business Services Catalogue has matured to become one of, if not the most important undertakings within IT, and so SourceIT is Fujitsu’s response to this trend. SourceIT enables authorised users to access a self-service shopping portal with an embedded, predefined catalogue containing all products and services applicable to the user and available to be purchased through Fujitsu. This Internet shopping experience gives users the confidence that commitments will be honoured by providing up-to-date visibility and availability of the services or items they are able to purchase. As a result, SourceIT provides a seamless experience for the user.

Danny Lee adds, *“The experience we all have with shopping over the Internet is driving the expectation that business services will be delivered in a similar way.”*

SUMMARY OF KEY FACTS

Organisation

Fujitsu Services

Services delivered

The development and management of the SourceIT ‘light touch’ e-Commerce system, developed using Microsoft .NET and BizTalk software, for use by Fujitsu’s customers as a shared service hosted in a secure Fujitsu data centre

Key metrics

- 80,000+ products and services

Benefits

- Simplifies the process of defining and maintaining a standard set of user goods and services.
- Enables a quicker, easier and friendlier ordering process for the end user
- Improved process efficiency eliminates effort and errors raising requests
- Reduces the service desk’s workload by raising and status-checking requests via the web
- Ability to adopt or change services rapidly
- Based on best practice

Alan Purchase, Microsoft .NET Practice Manager, Application Services, Fujitsu, continues, “SourceIT is designed to have maximum automation with minimal user intervention. The sourcing engine can route requests to specific resolver groups, be they third party suppliers or internal Fujitsu Service Desks, depending upon pre-defined workflow that can be built into the solution. In addition to this, up-to-date product lists from suppliers are imported daily together with hourly updates on prices and availability, this provides the capability to select the best value supplier based on this criteria. All of this works within the Service Level Agreement (SLA) of the customer contract.”

SourceIT has been live since April 2007 and is already used by a number of customers with further customers being deployed, including several large government departments, a major utility company and a number of global businesses. While SourceIT can be very quickly implemented ‘out of the box’, in a short period of time, including all acceptance testing, most customers also request additional integration and tailoring. This allows them to continue using their existing procurement systems to initiate an order, but still benefit from SourceIT’s extra functionality and streamlined order process without any extra administration or passwords.

“Customers like it because the interface means that you can add an item to your basket, place an order and it goes through the organisation’s normal approval process,” comments Alan Purchase. “So it removes much of the manual procurement process, which can often lead to bottlenecks, and procurement specialists are freed up to focus on making the best choice of products rather than managing the order process.”

Using its TRIOLE method, which creates standardised, reusable application building blocks using a Service Oriented Architecture (SOA) approach, Fujitsu is now ensuring that orders for hardware and engineering services are proactively co-ordinated and scheduled effectively. This will generate further customer efficiencies by removing the need to manually select, input and schedule service activities.

“Soon customers will have the facility to order an overall ‘parent’ requirement, which will automatically be broken down into associated ‘child’ requests, so it’s easier to manage and nothing gets overlooked. By removing even more hassle and adding extra value we will give our customers an even better experience,” adds Danny Lee.

Benefits

Fujitsu’s SourceIT solution offers its customers the following key benefits:

- Simplifies the process of defining and maintaining a standard set of user goods and services.
- Enables a quicker, easier and friendlier ordering process for the end user
- Improved process efficiency eliminates effort and errors raising requests
- Reduces the service desk’s workload by raising and status-checking requests via the web
- Ability to adopt or change services rapidly
- Based on best practice.

“Our customers have complete confidence in SourceIT’s ability to give them the best available price for any requirement,” says Danny Lee,

“which saves them a significant amount of time and effort shopping around different suppliers.”

Mark McCann, Sales Engagement Director, Capgemini, comments, “The process of providing ad hoc IT procurement services to our client using Capgemini’s internal procurement systems and procedures was time consuming and costly. The implementation of SourceIT has significantly improved the process in a number of key areas, the most significant of which being; access to more competitive pricing through the leveraging of Fujitsu’s higher procurement volumes and multi supplier relationships; improved delivery lead times through direct despatch and stock holding; increased flexibility and reduced process cost through the implementation of a standard catalogue, the consolidation of item invoicing and a simple web interface.

“Service implementation, including product and catalogue configuration, end user training and testing were achieved within one month of commencement, and subsequent service quality has been high, both in terms of SLA achievement and the provision of management information.”

Approach

Fujitsu chose to develop the SourceIT solution based around Microsoft Windows 2003 servers in a virtualised environment, with applications written using the Microsoft .NET framework. As well as using the ONE Network Virtual Warehousing System another key technology chosen to form the basis of SourceIT was Microsoft’s BizTalk.

“The SourceIT solution is all about connecting purchasers with suppliers, so it needed a lot of integration and BizTalk was a very stable platform with a range of adapters that would help us achieve that,” explains Alan Purchase. “However, end users shouldn’t need to know what the platform is – if they do then the platform has failed!”

In order to ensure that the SourceIT system delivered what the end-users wanted, Fujitsu has employed a highly iterative and agile development process, with the heavy involvement of its internal customer throughout.

Danny Lee continues, “I’ve worked on projects before that have been technology rather than customer led and inevitably what was delivered was not what was required. By looking at things from a business point of view we could document what we wanted the system to do, based on a consensus of everyone’s views.”

Expertise

With over 40 years experience of supporting the needs of customers, Fujitsu has a proven track record in providing complex systems integration and application development and management services that reduce costs, improve productivity and customer services and deliver a compelling return on investment.

“One of the best things about Fujitsu’s application services team is that it provides a comprehensive range of skills, from application testers to system architects and developers,” comments Danny Lee.

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