



# Managing Global On-Site Service Delivery

## Global Program Management Office (GPMO)

### Business Issues and Challenges

- Companies with a global presence require a consistent and high-quality delivery of on-site services.
- Increased demand for operational flexibility to ensure alignment of IT and business strategies.
- Strengthening of global business capability and resources to keep competitive.
- Implementation of ICT governance across global group companies and adopting new technologies.

### High Level Solution and Process Overview

#### Processes

The Global Program Management Office (GPMO) is an integrated global service delivery center, managing and driving global on-site support services.

#### Governance

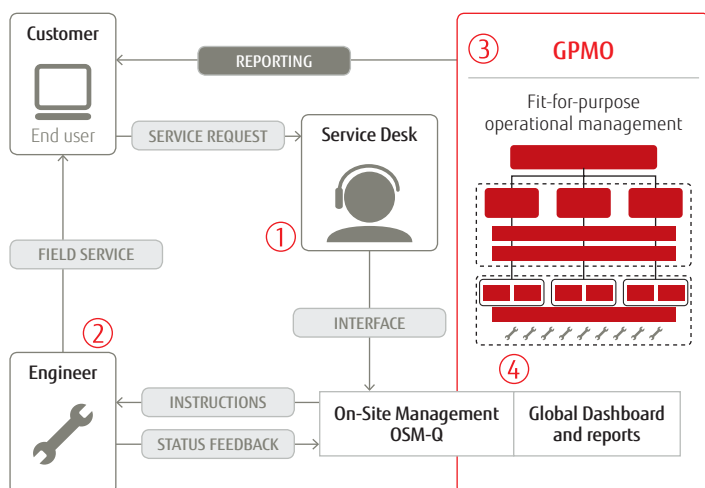
GPMO owns the on-site support service from an end-to-end perspective, from transition to ongoing service maintenance. In the managed operations phase we provide a global services integration for all the on-site support services, monitoring the actual OSS tickets and managing service level agreements.

#### Systems

Use of a global and reliable OSMQ ticketing system, providing real-time dashboards and reports on SLA achievements.

#### Delivery

The on-site support services are delivered through our global service partner network, with qualified field engineers providing the services (Break-Fix, IMACD (Install, Move, Add, Change, De-install) or DSS<sup>1</sup>)



<sup>1</sup> Desk-Side Support is an on-site support service that is provided when incidents cannot be resolved by the Service Desk. It consists of a technician going on-site at the customer's premises and acting on behalf of the Service Desk.

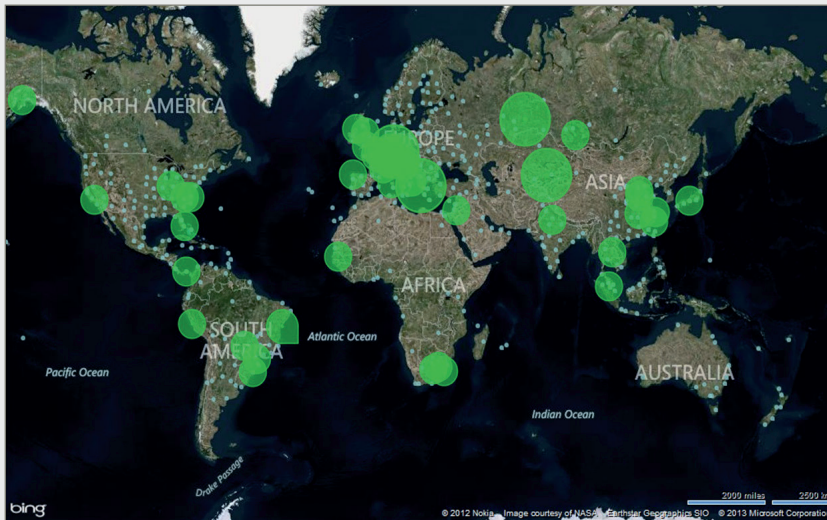
## Key Advantages

- Fast and professionally managed transition from a customer's present state to a future state whereby the end-to-end responsibility for on-site services lies with GPMO.
- High quality end-to-end management of on-site service delivery through:
  - A fit-for-purpose governance structure at global, regional and local level, aligned with the structures in a customer's organization.
  - A global and consistent service management through our 3 hubs structure in Belgium, Costa Rica and Philippines, providing a 24x7 follow the sun ticket tracking and monitoring.
  - Sophisticated escalation mechanisms within GPMO, other Fujitsu organizations, service partner organizations and the customer's organization.
  - A continual service improvement effort covering the GPMO organization and all the other organizations involved in on-site service delivery.

## Business Benefits

- Supporting your operation by managing and delivering field services globally in 188 countries, and ability to ramp up local service delivery teams quickly.
- Secures consistent on-site support delivery processes through strong global governance.
- Increases management awareness and visibility of field services activities by providing real-time dashboards and reports.
- Enabling cost savings, but without sacrificing quality, security, resilience or business intimacy.
- Solid end-to-end service integration leads to higher customer satisfaction and lower cost levels.

### Customer Reference: Car Manufacturer



#### The challenge:

- A top tier car manufacturer needed a reliable provider to handle the global delivery and maintenance for their global dealership server infrastructure (ISIS project)

#### Services:

- Provided break-fix and IMAC/D services to 4,206 car dealers in 154 countries
- Managed the global rollout and installation to every dealer
- Supported 8,000 PRIMERGY RX300 & RX600 servers
- Multi-vendor environment (Fujitsu, network switches, batteries, racks)

#### Also providing services to customers in other industries:

- |              |                   |
|--------------|-------------------|
| ■ Banking    | ■ Manufacturing   |
| ■ Airlines   | ■ Food & Beverage |
| ■ Automotive | ■ Mining          |



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