

FROM THE FRONTIERS OF THE CLOUD COMPUTING BUSINESS —INTRODUCING EMPLOYEES—

Cloud computing is...

a platform that enables the ICT* resources behind any network, such as servers, storage and software, to be accessed via the network on an as-needed basis. For users, these unseen elements of the network are likened to a cloud, hence the term “cloud computing.” Today, use of cloud computing is growing more widespread, with sophisticated ICT utilization emerging in a diverse range of fields.

* ICT: Information and Communication Technology

Fujitsu’s cloud-savvy talent explores the new possibilities of ICT.

Experienced, savvy human resources drive every aspect of Fujitsu’s cloud computing business, from the planning and proposal of cloud systems for customers to system development and operation. Along with system engineering and sales staff, Fujitsu is training technical experts capable of designing and leading the creation of system architecture that meets customer requirements, as well as those able to leverage network and sensing technologies to explore new domains for ICT utilization. Plans going forward call for boosting the number of cloud human resources to 5,000 across the Fujitsu Group.



Striving to Develop Middleware for Worldwide Adoption by Honing Usability

I am involved in developing one of Fujitsu’s middleware products, namely the Systemwalker Desktop series of integrated operation management software. Corporate information systems have become more complex than ever in recent years with the introduction of cloud computing and virtualization technologies.

Consequently, the role of middleware for system operation management is growing substantially. Enhancing middleware functions is of course a vital step in minimizing customers’ system operation burden, but an even more important point for customers may be to improve usability after adoption. Going forward, my aim is to focus more intently on this point to develop middleware that will satisfy the needs of customers worldwide.

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Managing Global Incidents from Japan

I joined the Fujitsu Group as a network systems engineer after arriving in Japan from Ireland in 2008. Today, my involvement in the cloud computing business is centered in Tokyo, where I work as an Incident Manager for Fujitsu's Global Cloud services, first offered in Japan in October 2010, and subsequently rolled out in Australia, Singapore, U.K.&I., U.S. and then Germany by June 2011. Within the Fujitsu Global Cloud environment, an incident is any event not part of the service or normal operation, which may cause an interruption or reduction in quality. My role as Incident Manager is to coordinate with the Japan support team to restore normal operations as quickly as possible and with minimum impact, thus ensuring optimum service quality and availability. At times, the approach to priorities can differ between Japan and regions overseas, so identifying the best solutions while maintaining a balance between both perspectives can be challenging. With that said, I strive to deliver the most fundamental solutions I can in the shortest possible timeframe.



Knowledge of New Technology and Timely Support Capabilities Contribute to a Private Cloud Business Deal Win

We proposed a private cloud for a customer in the distribution industry. The customer was considering adopting a cloud-based IT infrastructure to flexibly respond to radical business changes and to slash costs by centralizing operations. We at Fujitsu earned high marks for our knowledge of the core technologies that make up this infrastructure as well as for our timely support capabilities, which led the customer to choose Fujitsu's products. Since this was a new technology, we worked hard to quickly pull together information from all across Fujitsu to create the best possible proposal. My goal is to deepen a global relationship with this customer, and to do that I plan to work in the United Kingdom from this summer. With a firsthand understanding of overseas on-site locations, I aim to develop the skills and experience to build future bridges between Japan and overseas markets.



Takahiro Yamamoto

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Meeting Diverse Customer Needs with a Robust Cloud Computing Menu

I joined Fujitsu in 2009, and was assigned to my current division in February 2010. My main responsibilities include product planning for Fujitsu's cloud services and the development of mechanisms to sell these services. I also perform sales promotion work, such as exhibition support and providing product explanations to potential customers. More specifically, I determine product systems, pricing and other details in step with market needs and based upon discussions with services and sales divisions. I then carefully check that the service mechanism we have set up is in alignment with Fujitsu's sales system. To do this requires coordination between legal, accounting, purchasing and numerous other divisions, so it can be quite a task. The huge reward, though, is that by working to meet the varied and diverse needs of our customers I can contribute to broadening Fujitsu's cloud services menu and to the expansion of sales.