

Fujitsu AMS

Stay on track with your ServiceNow platform

With Fujitsu's Application Management Services, we provide you with dedicated resources to take care of the daily operations and maintenance of your ServiceNow platform, enabling you to stay focused on developing your business

The power of the ServiceNow platform

ServiceNow is a very powerful platform, which once invested in can be applied to many requirements throughout the business. The more you invest, build and innovate with the platform, the more value you're going to get out of it. However, at the same time the need for support increases. You need a team to support you that understands your platform and your specific business needs.

At Fujitsu, we have over 280 certified ServiceNow experts with many years of experience. Since 2009, Fujitsu has been a ServiceNow partner. Our long record of accomplishments with ServiceNow implementations and support, means that we have extensive experience from working with customers across Europe. Based on our experience and expert knowledge, we provide you with the best plan to get the most out of your investment and at the same time ensure that you always have the best resources ready to help you.

Your dedicated Application Management team

Fujitsu has delivered application management services and support on ServiceNow to 100+ customers across Europe. Our dedicated team of engineers work every day, and on every situation, to provide you with the highest quality services. Our team is geographically spread to match the location of our customers and consists of customer care advisors, developers, solution architects, business consultants and technical support engineers to answer your questions, resolve your problems and handle your requests.

Customer satisfaction is what we strive for

At Fujitsu, we take privilege in delivering the best quality services to our customers. We are a certified ServiceNow support partner with many years of experience in delivering support to customers across Europe. Delivering support and service that lives up to the customers' expectations requires focus and experience. We are proud to document that we have the most satisfied support customers in the market with an average customer satisfaction of score of 9.8 out of 10.

Application management services

We know that our customers' requirements differ depending on the size of the organization, number of users and maturity of the solution. Based on an analysis of your organization's requirements, we will provide you a customized recommendation of services that fully applies to your organization's requirements and expectations.



ON DEMAND



PRO ACTIVE

Support

As part of the Fujitsu AMS offering we provide three types of support:

1. End user support
2. Technical 2nd and 3rd line support
3. Support ticket coordination with ServiceNow

All three support types can be requested using phone, email or the ServiceNow portal.

Administration

As Part of Fujitsu AMS Administration we are performing preapproved administration tasks on the customers environment. Administration activities only update data and do not include any (functional) changes to the solutions configuration.

Example of administrative tasks are modifications to masterdata in the system, creation of new Assignment Groups, creation of reports, onboarding/off boarding of users, changes to portal content, CMDB maintenance and other data related activities.

Development

AMS development contains the services described below:

1. Development on the ServiceNow platform
2. Assist the customers development team
3. Advise on development requests

Standard development are activities which do not have any impact on process functionality and that have low impact on the instance's general operations. We deliver this according to pre-defined processes including development, testing and documentation.

Coaching

AMS coaching provides users with advisory ServiceNow training to support ease of use, improve constructive usage of the functionality, and assist management to gain more value from the implemented ServiceNow solution.

Health checks

The technical health check involves the reviewing system behaviour in the short-term as well as long-term trend analysis. The health check is conducted through use of scripts in the tool available for consultants to trigger and produce metrics.

The health check output will be an assessment of technical behaviour along with highlighted Risks and Issues together with recommendations for your solution's configuration. The report will be provided and discussed during the functional business meetings.

Technical & Functional Business meetings

Included:

- Review of past development activities for the customer
- Review of findings from the Weekly Health Checks
- Input on customer satisfaction with the outcomes of development activities
- Review of planned development activities
- Highlighted opportunities for Improvement / Risk mitigation

Knowledge Sharing

Fujitsu provides blogs, newsletters, active community, and alerting to proactively inform our customers about events, new functionality, technical queries, vulnerabilities and coming releases.

Upgrades and Patches

Fujitsu will provide a brief concerning upcoming Upgrades and Patches along with recommendations in relation to the customer's specific instances.

Upgrades and Patches will be deployed using standard ServiceNow functionality and methodology and logged in the form of a non-standard Change Request.

Fujitsu will advise in the area of Regression Testing prior to deploying any Upgrades and Patches into production, but testing activity itself will be a combined activity conducted by Fujitsu and the customers support/development team.

Contact

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