

“Fujitsu was identified as a capable partner as it had a solid understanding of our development and was able to demonstrate an implementation methodology that was aligned with our needs.”

Hamed Al Awadi
ICT Vice President
Dubai Silicon Oasis Authority



Dubai Silicon Oasis Authority (DSOA) replaces its legacy service desk enabling improved service delivery, visibility, and performance with Fujitsu ServiceNow.

At a glance

Country: United Arab Emirates

Industry: Public Sector

Founded: 2005

Website: dsoa.ae

Challenge

DSOA's existing service desk required an upgrade to support its growing needs to enhance visibility, reporting, and dashboard capability. Therefore, a local partner was needed to manage this project.

Solution

DSOA evaluated potential deployment partners, looking primarily at local capability, ServiceNow experience, and project management methodology. It decided that Fujitsu was best positioned to deliver on time and on budget with Professional Services.

Benefit

- Fujitsu's ServiceNow experience, combined with a detailed methodology, enabled seamless, on-time deployment
- Fujitsu support ensures all issues are dealt with swiftly - minimizing disruption
- Discovery workshops helped the team identify reports, workflows, and approval controls that needed to be built into the new platform
- New mobile functionality helped simplify approval process

Customer

Dubai Silicon Oasis Authority (DSOA), a wholly-owned entity of the Government of Dubai, is the regulatory body for Dubai Silicon Oasis (DSO), a 7.2 square kilometer free-zone technology park. Established to facilitate and promote modern, technology-based industries in support of the region's demand for business expansion, the hi-tech park enables its business partners to flourish with an unrivaled package of incentives and benefits, including state-of-the-art offices, educational institutions, hotels and healthcare facilities.

Products and Services

- Fujitsu ServiceNow Subscription and Training
- Fujitsu Professional Services
- Fujitsu Systems Integration

Upgrading vital helpdesk services

Since its establishment, DSOA has witnessed healthy year-on-year growth rate. Keeping up with this growth, DSOA's ICT service desk function, maintained in-house, presented numerous requirements. Firstly, there were limitations in terms of visibility, reporting, and dashboard capability. In addition, the organization couldn't modify workflows and operations in real time. Perhaps most importantly, there was no built-in mobile access. DSOA therefore wanted to find an alternative solution.

"The existing platform was fine as a standard service desk, but it couldn't grow with us to meet our changing business needs," explains Hamed Al Awadi, ICT Vice President, DSOA. "We purchased it off-the-shelf and implemented it based on legacy requirements, however, it wasn't refined or user-friendly. It also was not compliant with ISO 20,000 regulations and ITSM is becoming critical for us."

DSOA evaluated the market and found that ServiceNow met its needs to the highest level. Criteria was comprehensive: release management, ITSM support, CMDB capability, single sign-on, mobile access, and asset management integration were all considerations, as was cost. The principle objective was to implement an enterprise-class helpdesk solution.

"ServiceNow delivered the best TCO and the most advanced functionality, so it was clearly the best choice for us," adds Al Awadi. Furthermore, it was important for DSOA to work with a strong, capable partner that would ensure the deployment and integration of the solution was a success, as well as clearly understand our business needs.

Implementing ServiceNow

DSOA went on to assess potential deployment partners, looking primarily at local capability, ServiceNow experience and project management methodology. It decided that Fujitsu was best positioned to provide local support and had numerous reference sites demonstrating its understanding of the technology.

"We examined past projects and considered each candidate from a delivery perspective. Fujitsu was the only one that clearly understood our areas of development and had a methodology that was aligned with our needs," continues Al Awadi. "Its agile, phased approach, comprising multiple 'sprints' was flexible and ensured delivery within stringent timelines."

Fujitsu presented a team of seasoned professionals with strong skills and industry knowledge to work onsite at DSO and lead the implementation. Discovery workshops helped the team identify reports, workflows, and approval controls that needed to be built into the new platform.

Over the course of three months, Fujitsu carefully integrated ServiceNow, including modules for Incident Management, Problem Management, Change Management, Service Level Agreements, Service Catalog, Asset Management, Configuration Management (CMDB), Reporting and Dashboard, Request Fulfilment, and Knowledge Management.

"We kept the old system in place for another month while we dealt with existing tickets because trying to bring in old data wouldn't have worked," says Al Awadi. "This is because the new system built by Fujitsu enabled us to recategorize many services and incidents to optimize reporting. It was a totally fresh start from a service perspective."

Efficient, transparent service management

ServiceNow provides an efficient and effective service management platform with a single system of record for IT, automated ITSM applications and processes, customization, reduced maintenance requirements, enhanced reporting, and enhanced approval control. This enables DSOA to improve incident resolution times through better visibility of business processes.

"We can interrogate granular data to give us a better idea of resource utilization and response time. We can also customize each user's window so different users see data aligned according to set groups and roles with differing operational requirements," comments Al Awadi. "We have also added mobile access, which simplifies approvals, while the single dashboard provides an immediate view of bottlenecks, so we can be more proactive."

The new ServiceNow solution also ensures that DSOA is compliant with crucial ITSM regulations, keeping it at the head of the field when it comes to providing the best service. Fujitsu was responsible for integrating all these elements and delivering the project on time and on budget.

"The new platform gives us more control and helps us manage recurring issues. This makes us a more responsive, efficient, and effective organization, and provides the best user experience for our employees," concludes Al Awadi. "Fujitsu has proven itself to be a highly-skilled partner, open to collaboration, and with a detailed project management methodology that covers every aspect of the implementation."

FUJITSU

Contact a representative at: sales-me@ts.fujitsu.com

Phone: +971-4-5015713

© 2018 Fujitsu and the Fujitsu logo are trademarks or registered trademarks of Fujitsu Limited in Japan and other countries. Other company, product and service names may be trademarks or registered trademarks of their respective owners. Technical data subject to modification and delivery subject to availability. Any liability that the data and illustrations are complete, actual or correct is excluded. Designations may be trademarks and/or copyrights of the respective manufacturer, the use of which by third parties for their own purposes may infringe the rights of such owner.

IN COLLABORATION WITH

servicenow