

Why Fujitsu

- A proven framework for managing supplier performance
- A single point of accountability for end-to-end service delivery
- Use new technology breakthroughs to improve cost-efficiency
- Manage IT risks and compliance across the ecosystem better
- Enhance business-IT alignment

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Fact Sheet Service Integration and Management

Agile, Multi-Vendor ICT Management Made Simple



Today's market demands an infrastructure that is agile and adaptive. To achieve this, you need to manage multiple suppliers across a range of products and services using a sourcing model based on best practices and a unified framework.

We call it Service Integration and Management (SIAM). It focuses on your core competences, while strengthening governance with a single point of responsibility for integrated services.

SIAM is designed to address following 4 pain points:

- 1 Little collaboration between suppliers affecting service levels
- 2 Complex contract management stifling innovation
- 3 Ineffective governance leading to costly changes
- 4 Poor service integration with multiple points of failure

Key Considerations When Outsourcing SIAM

Process

Process maturity is critical when structuring and outsourcing SIAM initiatives, should be addressed when scoping change and process redesign.

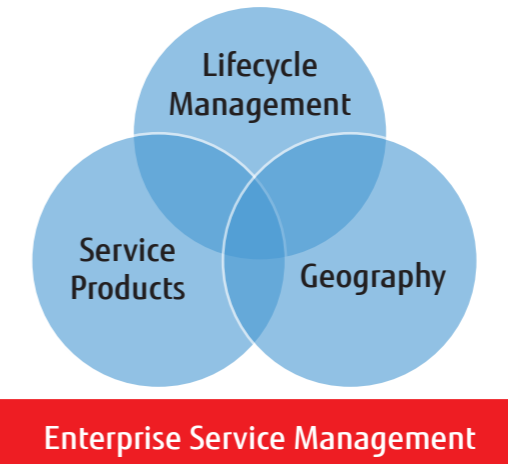
People

IT operation skills and a deep understanding of processes are critical, while contractual and legal expertise with strong procurement and supply chain knowledge can shape SIAM success.

Technology

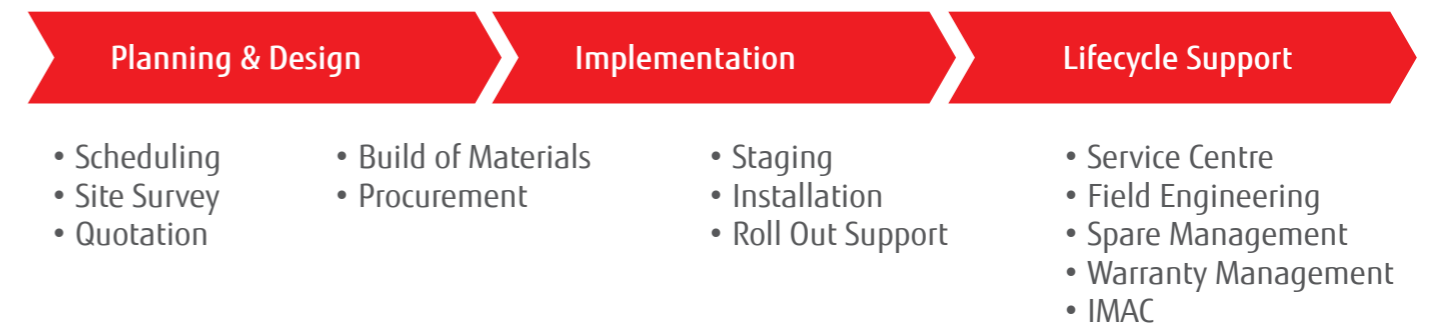
When considering technology, you need to focus on architectural integration to ensure that the multi-sourcing technology effectively reduces complexity.

Fujitsu's 3-pronged Approach with SIAM



Lifecycle Management

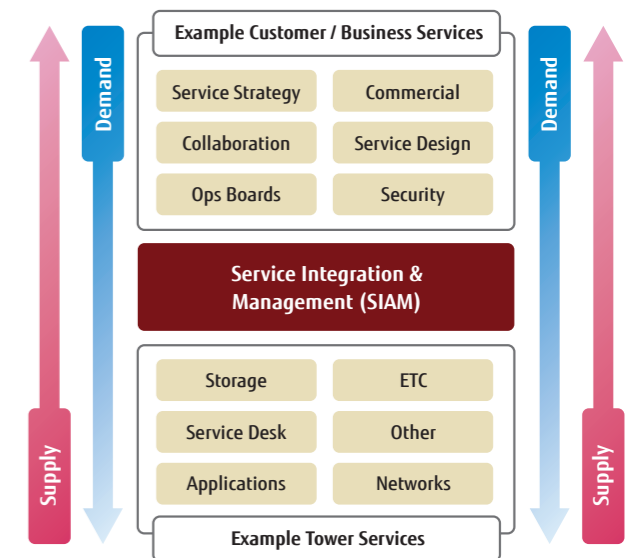
SIAM uses a systematic approach for all projects. From Planning & Design to Implementation and Lifecycle Support, it ensures services can be well-integrated and provisioned fast with strong governance.



Service Products

All key vertical services are grouped into Service Towers (Fig. 1). Each Tower represents an essential function of ICT, such as End User Services, Networks, Datacenters, etc. With SIAM, you can enjoy the flexibility and innovation that a multi-source arrangement offers, while ensuring that the services are integrated into your business.

By using **Unified Service Delivery**, Fujitsu offers a single point of contact, accountability and service assurance.



Geography

Based on user requirements, we can customize and unify management beyond geographical boundaries so you can roll out regional ICT services easily and systematically.

Enterprise Service Management

We use Unified Service Delivery to manage service provision better and offer a single point of contact. Our service management tools help to share key data across different business functions.