# Case Study of Implementation by FUJITSU

How to maximize the benefits of VDI adoption
The key lies in the wealth of expertise we use to deliver operational support.

Fujitsu is adopting Virtual Desktop Infrastructure (VDI) for the operations of Fujitsu Group companies in Japan. To maximize the benefits of VDI, we have invested great effort in improving VDI operation and we have deployed our own FUJITSU Managed Infrastructure Service VDI Support Service in-house. In addition to enhancing operational efficiency, this service helps us to accumulate expertise and knowledge as VDI users. With this feedback we can continually improve the service, so that we can deliver high-quality VDI operational support to our customers.

## Challenges

- Establish an environment that enables users to access support any time, any place, to promote work style innovations

- Enable rapid system recovery in the event of malfunction

- Boost the efficiency of the special routine maintenance required by VDI systems,e.g., adding or modifying masters

## Results

- Higher customer satisfaction, thanks to a 24-hour, 365-day help desk to respond in detail to questions and queries by users

- Much lower downtime, by deploying full-time engineers with expert knowledge of the system to provide prompt troubleshooting support

- Much less burden on system admins, by deploying highly experienced engineers to perform high-quality maintenance work

## Services

FUJITSU Managed Infrastructure Service VDI Support Service

## With VDI, enhancing the operational system is vital

Fujitsu is adopting VDI company-wide, within all its Group companies in Japan, for two main purposes— "to transform the way we work" and "enhance information security." Since the project started in the latter half of 2015 (until now, in April 2017), we have already set up VDI in divisions requiring strict confidentiality, the human resource division, and some sales and marketing groups. On project completion, VDI use will cover approximately 80,000 of the 110,000 people employed by Fujitsu Group companies. Various kinds of client virtualization software and other suitable software are optimally deployed under the new system. The system will support a broad range of computing devices suited to the diverse working styles of employees, including the FUTRO MS936 mobile thin client.

In deploying this kind of VDI, Fujitsu has focused strongly on operational efficiency as well as the system environment. The deployment of VDI necessitates new knowledge and skills for operation. To maximize the benefit of VDI, it is absolutely vital to enhance the operational system. In this company-wide project at Fujitsu, we have implemented our own VDI support service from the very beginning. We have strived to perfect VDI operation by preemptively addressing a variety of challenges.

## A one-stop service for a variety of VDI support functions

Through this "VDI Support Service," Fujitsu has leveraged its accumulated VDI-related knowledge and skills to provide customers with support for their VDI operations. The three key points of the service are as follows.

- **Service desk**

  To provide a VDI environment that can be used with peace of mind anytime, anywhere, comprehensive end-user support is available 24 hours a day, 365 days a year, to answer operation-related questions, to help with password resets, etc.

- **Troubleshooting support in the event of malfunction**

  To enable rapid system recovery, full-time engineers who are knowledgeable about the systems of customers are available to support system admins.

- **Routine system task execution**

  To minimize operational burden, especially for admins with little specialist experience in VDI, our highly experienced engineers execute the special routine maintenance required by VDI systems.

(from right)
**Katsuya Ito**
Manager, Kansai Service Section, Regional LCM Service Dept.
Service Business Headquarters, Fujitsu FSAS Inc.

**Norimasa Kurata**
Kansai Service Section, Regional LCM Service Dept.
Service Business Headquarters, Fujitsu FSAS Inc.

**Outline of Fujitsu Limited**

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| Address | : Shiodome City Center, 1-5-2 Higashi-Shimbashi, Minato-ku, Tokyo |
| Representative | : Tatsuya Tanaka, President |
| Established | : June 20, 1935 |
| No. of employees | : 25,627 (as of March 31, 2015) |
| Website | : www.fujitsu.com/jp/ |

In the delivery of this service, the operational support is handled by the "Fujitsu LCM Service Center" run by Fujitsu FSAS, a Fujitsu Group company. Katsuya Ito, who oversees the operational support of this service, said the following about the importance of operational support.

"VDI is only known for its various benefits, but in practice, operational management of VDI systems requires a unique kind of expertise—quite different to that for conventional systems. It's fair to say that the key to the success of VDI adoption is getting operational management right. Our LCM Service Center delivers comprehensive one-stop operational support for VDI."

Fujitsu FSAS has set up four LCM Service Centers around Japan. The core facility of this service is the Kansai center, which links up with the Tokyo center to deliver support. Numerous IT engineers equipped with state-of-the-art VDI expertise are engaged in the system, to enable support for a broad range of hardware from multiple vendors other than Fujitsu.

## Increasing the satisfaction of users and reducing the burden of admins

Now, after a year and half since we adopted VDI, what kind of benefits has the "VDI Support Service" provided? The first benefit is user-friendliness. Norimasa Kurata, who oversees VDI operational support, explains it as follows.

"Queries vary throughout the year, but the most frequent inquiries from users relate to working with a virtual desktop. Our data shows that 23% of all queries are made outside of normal work hours, i.e., at night and on weekends. By providing a 24-hour, 365-day support system, we help users take full advantage of a key benefit of VDI, which is the flexibility to work from the premises of clients and from home."

The Help Desk also receives queries complaining about the inability to connect and slow connections. Troubleshooting cases that the Help Desk cannot resolve are passed on to dedicated engineers, who are ready to quickly deal with the problem.

"Since VDI systems are made up of numerous components, when a user complains that "work seems slow on my device," it is difficult to discover the cause of the problem based solely on this information. Specialist knowledge and expertise relating to VDI is needed to identify the cause and rapidly restore the system." (Norimasa Kurata)

The third point relates to the execution of operational work. Mr. Kurata explains that it is master maintenance that makes this benefit so remarkable. The addition and modification of masters are routine tasks that play a big role in VDI operation, but how this work is done is very important. Our service system prevents potential problems by performing a checking procedure that involves close to 100 steps. If admins had to do this kind of work themselves, it would be a huge burden.
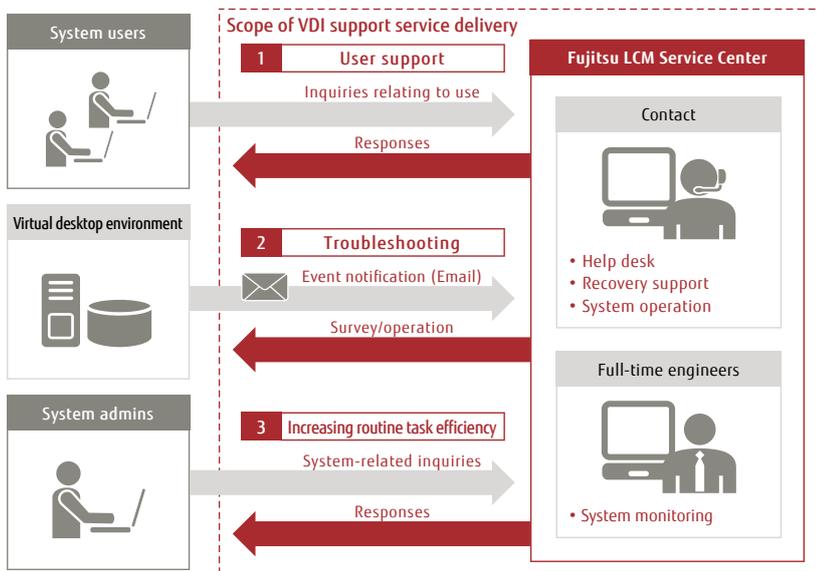
Furthermore, the "VDI Support Service" provides a selection of management service options. Details of usage and incidents are aggregated and analyzed and then visualized easily in the form of clear, simple graphs.

## Enhancing the quality of service, utilizing leading-edge expertise

Mr. Ito talks further about the future deployment of the service.

"As we expand the deployment of VDI environments at Fujitsu, we will also roll out the support service, eventually catering to tens of thousands of users. Thus, the information and know-how we accumulate about usage and incidents will become a precious asset for us. Looking ahead, our plan is to strengthen our support infrastructure further, by establishing deeper ties between LCM Service Centers for example, so that we can provide many of our customers with the same level of operational support that Fujitsu Group companies enjoy."

By deploying and operating VDI ourselves, within Fujitsu, we can collect a wealth of sophisticated expertise and knowledge. As we feed all this back into our products and services, we can further improve their quality, so that we are better able to support the VDI systems of our customers.

**Scope of VDI support service delivery**

System users
**1 User support**
Inquiries relating to use
Responses

**Fujitsu LCM Service Center**

Contact
• Help desk
• Recovery support
• System operation

Virtual desktop environment
**2 Troubleshooting**
Event notification (Email)
Survey/operation

Full-time engineers
• System monitoring

System admins
**3 Increasing routine task efficiency**
System-related inquiries
Responses

The job titles, figures, proper nouns, etc. related in this case study were as collected at the time of reporting (March 2017). Please note that content is subject to change without notice, for the purpose of improvement.

**Inquiries relating to products and services**

**Fujitsu Contact Line** (general inquiries) **0120-933-200**

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http://www.fujitsu.com/jp/services/infrastructure/maintenance/lcm/vdi-support/
(Japanese only)