

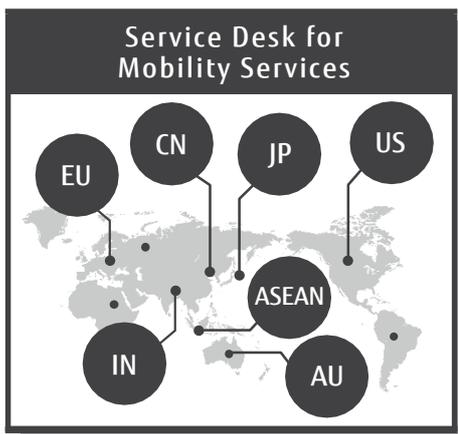
Fujitsu Future Mobility Accelerator Global Connected Operations Management

Connected Car Platform Services for Mobility Services

What's new

- Exceptional services from connected car specialists
- Launch services quickly by selecting from a menu
- Global services to suit a wide range of needs and scopes

Resolve issues in your connected car platform using FUJITSU CONNECTED MANAGEMENT CENTER



Inquiries
Responses

FUJITSU CONNECTED MANAGEMENT CENTER

Service desk

- Inquiries
- Faults
- Escalation
- Quality improvements

RIM

- System monitoring
- Service monitoring
- System management

Collaborations

Expert Backup for Service Desks

- Business applications maintenance desks
- 3rd-party advice vendor desks
- Cloud services vendor desks

New features

A dashboard screen is provided so that you can access the information you need as soon as you need it.

Cockpit screen sample for senior management



KPI management screen sample for managers



Why FUJITSU

FUJITSU provides support for your Connected Car Platform by drawing on four strengths: Quality, Speed, Knowledge and Eight Global Delivery Centers Worldwide.

Quality

Rich Know-how

- Over 20 years of experience in the automotive and connected systems fields
- Extensive experience in connected center development
- Experienced escalation teams for fault resolution

Quick Launch

Services Created by Industry Experts

- Large team of operation personnel for quick launching
- Experts in personnel training and procedures
- Dedicated rooms and other strong security measures

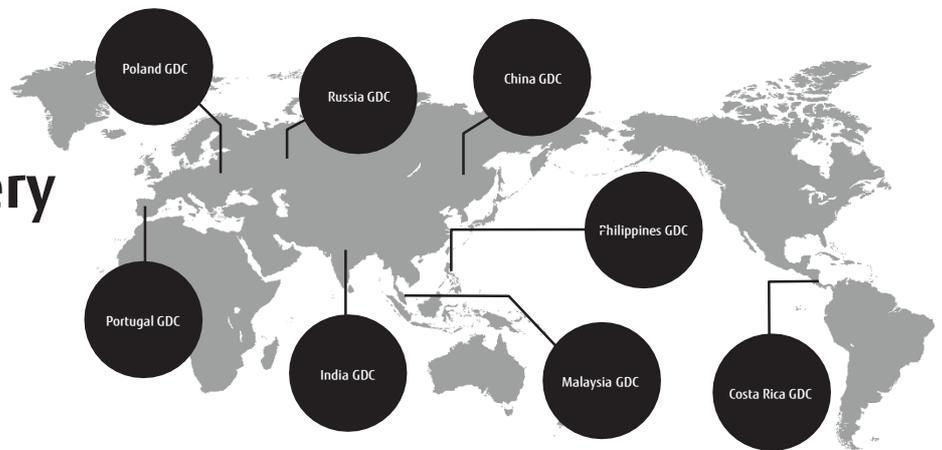
Effective Use of Knowledge

Tool Implementation and Personnel Training

- Various operation tools used on a regular basis
- Personnel continuously upskill to deliver higher quality
- Extensive knowledge of IoT and NW issues specific to connected cars

Eight Global Delivery Centers worldwide

Service desks in over 30 languages



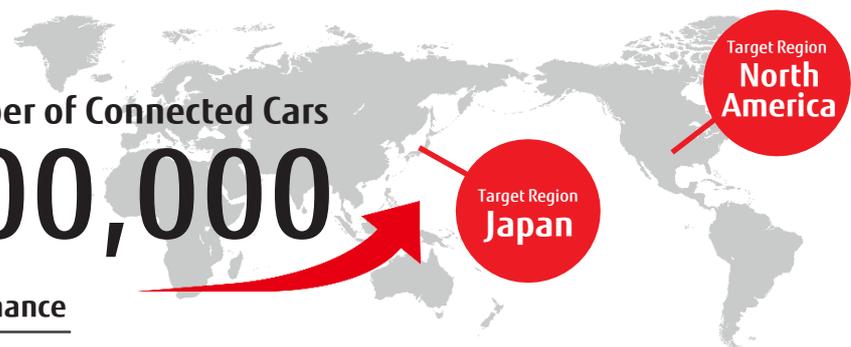
Case study

Suggestion: We provide dedicated services 24/7, 365 days a year.

Services and Scope

- Service Desks
- System Monitoring
- System Operation

Number of Connected Cars
100,000



Service Level Operation (SLO) Performance



(Including the handling of Secondary Response Desks) (Including the handling of Secondary Response Desks)