

Case Study Saint-Gobain

»We've reduced our support costs; we're keeping a tight lid on inventory and resolving incidents more quickly, and with Fujitsu we have a virtual organization that can expand and contract ensuring rapid onsite support. This makes my life easier and allows me to focus on more strategic objectives«

Tim Guyer, CIO, Saint-Gobain North America



The customer

Saint-Gobain is the world leader in the habitat and construction markets. It designs, manufactures and distributes building materials, providing innovative solutions to meet the growing demand for energy efficiency and for environmental protection. The company's solutions span from self-cleaning windows and photovoltaic glass to smart insulation systems, water supply systems, solar solutions and building materials distribution. It employs nearly 190,000 people in 64 countries and in 2013 had sales of \$55.8 billion.

The challenge

The particular area of focus was around the provision of three service towers: help desk, asset management and on-site support. Saint-Gobain wanted to identify the right partners that could deliver these consistently.

"As the CIO of Saint-Gobain's North American delegation, I was all too aware of how our service desks operated as silos with a lack of consistency and transparency across businesses. We were looking for common solutions that would save us money and help our internal IT Support staff by utilizing the talents of a trusted third party supplier," explains Tim Guyer, CIO, Saint-Gobain North America. *"Globally, we selected 10 potential partners which were then shortlisted to three. Rather than impose one international supplier, we felt it made more sense for each delegation to choose the right partner for their region."*

The primary criteria for selecting a supplier were cost and capability. After an extensive evaluation process Saint-Gobain chose Fujitsu as its partner in North America and agreed to a six-year contract for it to support the three towers.

"Fujitsu proved it has both the reach and the experience to effectively deliver service and support across the continent to our 19,000 employees in more than 290 locations," adds Guyer. *"And, because its service desk is located in Costa Rica, it was able to offer lower costs than its competitors."*

The customer

Country: US & Canada
 Industry: Manufacturing
 Founded: 1665
 Number of employees: 19,000
 Website: www.saint-gobain-northamerica.com



The challenge

Saint-Gobain North America wanted to provide a consistent level of service to its internal businesses utilizing its existing internal staff while adding a trusted third party.

The solution

After a comprehensive US evaluation, three vendors were shortlisted as potential partners. The company's corporate IT staff selected Fujitsu to provide help desk, asset management and on-site support services.

The benefit

- Outsourcing the services to Fujitsu has enabled its internal resources to focus on more strategic projects, reduce its backlog and cancel a previous help desk contract, while generating cost savings
- All of its businesses now have a formal service desk staffed 24 hours a day, seven days a week. Calls to the service desk are answered within 11 seconds and more than 50 percent of incidents are resolved remotely, making users more productive
- New hardware orders are fulfilled in days rather than weeks and the inventory is now transparent
- Over 19,000 users in 275 locations now rely on Fujitsu for support and their current satisfaction rating stands at 94 percent

The solution

The service desk in Costa Rica now handles 50,000 tickets per year, 50 percent of which are resolved remotely. Asset management is handled out of Memphis, where Fujitsu moves \$2 million of inventory and provides a totally transparent view of Saint-Gobain's technology stock. In addition, 500 field engineers supplied by Fujitsu make more than 600 onsite visits per year to resolve local technology issues.

"Previously, we didn't have local IT staff in every location and the service desk has helped alleviate the need for that capacity and the field engineers help address problems on the ground," continues Guyer. *"Before partnering with Fujitsu, we held stock in multiple locations making it difficult to keep track of inventory and making the process time-consuming. It used to take over two weeks to order and receive a new piece of equipment and that has come down to a matter of days."*

Now, there is a standardized online catalog from which employees can select the hardware they need. Once it has been approved by a manager, the request is sent to Memphis where the device is imaged and shipped with a memory stick and installation instructions. Within a week the new device arrives and the employee can use the memory stick to transfer existing files from their old machine and have it up and running in about one hour. If the case is urgent, devices can be shipped overnight.

Likewise, the service desk now runs using a standardized ticketing tool, ensuring consistency across the region. This makes it easier to identify and resolve common problems, minimizing downtime. Issues that cannot be solved over the phone are delegated to either Fujitsu field engineers or the local regional in-house IT support.

Products and services

- Service Desk
- Field Engineering Proximity Services / Desktop Support throughout US & Canada
- Asset & Inventory Management

The benefit

Since Fujitsu has taken on the responsibility of providing multi-tiered support to Saint-Gobain, the results have continued to improve. Over 5,000 service desk surveys are completed every year and the current satisfaction rating is at 94 percent. By resolving incidents quickly and effectively – with an SLA of 12 hours, it helps employees be more productive and reduces frustration.

"Because we now have a common service desk it is being used by more people than ever before and Fujitsu now has the experienced agents that understand our business and can resolve more incidents, more quickly," says Guyer. *"We have been pleased with Fujitsu's recent performance and engaged them to help with the roll-out of Windows 7, during which they migrated 2,000 devices over the course of eight months."*

In addition, by outsourcing the burden of service to Fujitsu, Saint-Gobain was able to focus its internal resources on more strategic projects and reduce several of our operating costs.

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Conclusion

Saint-Gobain now has three effective towers which are meeting all agreed SLAs and KPIs and that provide responsive service, clear reporting and transparent and timely billing. This helps IT operate more efficiently and concentrate on helping the business address other IT needs.

"Fujitsu is committed to being a collaborative partner. When there were issues with the initial roll out, they listened to our concerns and acted on them promptly. Now we have three effective and efficient service towers in place in the US and Canada."

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