

Case Study Legrand

» I would like to deploy our service desk with Fujitsu all over Legrand's world «

Philippe Mezan, IT Infrastructure Manager, Legrand



THE CUSTOMER

Country: France
Industry: Manufacturing
Founded: 1860
Number of employees: 33,000
Website: www.legrand.com



CHALLENGE

Legrand needed a service desk solution to deliver high performance IT support across multiple countries, time zones and language requirements.

APPROACH

Fujitsu provides desktop support and a managed service desk across 23 countries. Located at the Fujitsu center in Lisbon, the service desk provides 24/7/365 IT support in seven languages. It is the single point of contact for all incidences, service requests, change requests, problems and access requests in the user's IT environment.

The customer

Legrand provides access to the basic energy of electricity, it is the global specialist in products and systems for electrical installations and information networks in residential, commercial and industrial buildings. With a presence in more than 70 countries and a workforce of over 33,000 people, Legrand in 2011 made sales totaling over €4.25 billion.

Legrand does more than half of its business in the commercial and industrial sectors. In line with underlying global trends, Legrand is strategically positioned in promising markets. New economies represent close to 35% of its sales, a share that is expected to continue growing as these countries increase in strength. In mature countries, 60% of sales are made in the maintenance and renovation markets. Legrand's electrical and digital infrastructures market is valued at approximately 65 billion euro.

The challenge

Legrand is a company proud of its French roots but with a truly global outlook. Its operations span multiple countries, time zones and language requirements. In such an environment delivering Service Desk support, meeting user demands and providing incident management was proving to be costly and resource intensive.

Legrand needed a partner with a global presence, expert knowledge and specialist capabilities in order to provide faster responses to IT problems, a consistent service experience for all users and cost-effective solutions that could be quickly and easily implemented alongside successful ongoing delivery.

The solution

"There is DNA compatibility between our two companies and not only on the core values we both have," says Philippe Mezan, IT Infrastructure Manager, Legrand

Legrand and Fujitsu have a longstanding relationship and in spring 2008 Legrand signed a contract with Fujitsu covering managed service desk services and on-site support for an initial 4 countries: France, England, Ireland and Turkey. Since then a number of other countries have been added and Fujitsu is now providing desktop support services and a managed service desk to Legrand in 23 countries. Fujitsu delivers a consistent, cost-competitive, multi-lingual service desk, with the same processes and standards used across the global.

THE BENEFIT
<ul style="list-style-type: none">■ Increased productivity■ Improved IT service■ Improved responsiveness■ Reduced costs

THE PRODUCTS AND SERVICES
<ul style="list-style-type: none">■ Managed Service Desk: covers the following countries UK, France, Turkey, Spain, Netherland, Portugal, Belgium, Greece, Austria, Switzerland, USA, Canada, Germany, Morocco, Algeria, Singapore, Italy, Chile, Peru, Venezuela, Hungary, Dubai, Saudi Arabia and supports ten languages: English, French, Turkish, Spanish, Dutch, Portuguese, German, Greek, Hungarian, Italian■ Desktop Managed Services: Fujitsu provides on-site desktop service support in all 23 countries

The service desk is the single point of contact for all incidents, service requests, change requests, problems and access requests in the user's IT environment. Located at the Fujitsu center in Lisbon, the service desk provides 24/7/365 customer service and support. It provides multiple support channels (phone, fax, email, web-chat and user self help) and now covers more than 12,000 users in ten languages and handles an average of 6,000 calls per month. This service is supplemented by on-site desktop support services in all 23 countries.

"Fujitsu's strength for us is the people in Lisbon. They are very committed. I meet them minimum twice a year and I can see how they are dedicated to Legrand. That makes the difference."

The benefit

The Fujitsu service desk allows Legrand to deliver a consistent, high quality global service to its many end-users while driving down cost. Fujitsu provides a seamless operation available at every hour of every day of the year. Highly experienced customer service representatives serve as a single point of contact for Legrand's technology support to ensure higher levels of user productivity and satisfaction. Business outcomes are continuously enhanced in line with business needs.

The Fujitsu Service Desk and on-site support is supporting Legrand with:

- Enhanced Responsiveness – A single point of contact 24x7x365 for all IT questions. Well educated and fully trained personnel deliver the highest service standards in ten languages across multichannel support formats
- Improved IT service – Increased service quality. A lean service culture focuses on continuous improvement
- Reliable Partnership – A flexible and collaborative approach that compliments Legrand's existing processes and technologies
- Increased Productivity through reduced user down time, reduced peer-to-peer support and the removal of waste, duplication and unnecessary processes

"Legrand has been deploying a LEAN culture for years now and Fujitsu has the same approach with Sense & Respond."

Fujitsu's lean philosophy is a way of working that creates value, eliminates waste, and creates a culture of continuous improvement. Fujitsu's people, in combination with its processes, tools and methodologies, are vital to making the lean philosophy work. They make continuous improvements to service desk delivery an everyday occurrence.

Fujitsu's implementation of the lean philosophy in a service environment is called Sense & Respond. This unique way of operating the service interface focuses on understanding what matters to customers so Fujitsu can continually find better ways to deliver it. The Fujitsu Service Desks pioneered Sense & Respond and its success makes the service interface highly efficient, proactively increasing the effectiveness of the entire business and resulting in continuous improvement throughout the organization.

Conclusion

Fujitsu will continue to support Legrand's business development and be aligned to their business strategy; seeking to provide more managed services to Legrand and increasing the number of countries they operate in. Fujitsu wishes to support 50 countries in total and this year hopes to include 5,000 more users located in Mexico, Costa Rica, Romania, Bulgaria, Czech Republic, Slovakia, Australia, South Africa, Russia.

"I would like to deploy our service desk with Fujitsu all over Legrand's world. The global economic situation is very tense and very complex. Having a flexible partner in such situations is very important."

About Fujitsu

Fujitsu is the leading Japanese information and communication technology (ICT) company offering a full range of technology products, solutions and services. Over 170,000 Fujitsu people support customers in more than 100 countries. We use our experience and the power of ICT to shape the future of society with our customers. For more information, please see <http://www.fujitsu.com>

Contact
Fujitsu Technology Solutions SA
River Plaza - 29, Quai AulagnierAsnieres
sur Seine CedexFrance92665
Tel: +33-1-41-32-49-00
Website: fr.fujitsu.com
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