

Infrastructure Solutions Field Services

For low-risk infrastructure management.



Support & Maintenance

With one of the largest independent engineering forces in the ANZ region, Fujitsu Field Services delivers reliable, consistent, high-quality support services that can be flexed and adapted to ensure our customers maximise their return on investment in IT Infrastructure.

Fujitsu Capabilities

Our ITIL-aligned Service Desk is supported by a mature logistics capability which includes 8 major and 12 regional warehouses with an additional 84 ANZ service locations. These facilities are tightly integrated to provide an end to end incident management service that allows our customers to concentrate on their core business goals and leave the management of service delivery to an organisation that can be trusted to deliver a consistently high level of service into their organisation.

Engaging Fujitsu gives organisations the ability to access our IT skills and service management best practices.

- 24x7x365 Service Desk and Engineering Access
- 500+ Accredited Field Engineers Providing comprehensive ANZ Coverage
- Mature Network of 90+ Authorised Service Providers

- Spares Handling through 8 Major and 12 Regional Warehouses with an additional 84 service locations
- Real Time Incident and Update Logging Using PDA Device
- Preventative Maintenance Delivered Through Our Team of Skilled Subject Matter Experts
- T & M / IMAC Services
- Multi Vendor / Multi Platform Support Capabilities
- Repair Centre Service and Spares Stock Management
- Lean Service Model Incorporating Waste Reduction Service
- Spares Procurement
- Green IT Initiatives

Spares Management

Fujitsu's Spares Planning, Repair and Global Procurement Capability across a vast range of OEM Equipment, is a market leader in effective Equipment Life Cycle Management. Fujitsu will incorporate a partnership approach, working closely to address our customers specific requirements, thereby creating the capability to implement and manage spare parts and equipment replacement strategies.

Fujitsu recognises the importance of our customers individual Service Level requirements and understand that diligent parts management is critical to the success of meeting these Service Level's. To ensure that a full inventory of spare parts is in stock with optimum geographical availability to meet each customers service requirements Fujitsu uses its **Demand Management Forecasting and Planning System** to create a Logistics Support Plan to strategically place spares nationally and internationally to meet even the most demanding customer SLA's.

Service Desk

Our ITIL aligned Service Desk is a single point of contact in customers multi product environment and is accountable for the end-to-end service solution across the ANZ region.

Supporting more than 350 customers with in excess of 1 million devices, Fujitsu's industrialised processes are founded on ITIL best practice and our own methodologies, which simplify incident, request and change management and enable driving continuous improvement initiatives across the service.

Real Time Reporting

Field Service Engineers receive calls automatically through PDA devices giving them the ability to update calls real time. Using this tool ensures the customer benefits from fast, efficient and reliable support services and call progression. This innovative deployment of leading edge communications technology ensures that our engineers have all the information they need to fix a problem quickly at their fingertips.

Environmental Sustainability

As a leading global provider of Information Technology products, services and solutions based on cutting-edge technologies, we believe that Fujitsu has an important role to play in responding to climate change not only in the way that we run our own business, but to also ensure the services we offer our customers takes into account the areas that have an effect on climate change.

The nature of the maintenance business results in equipment either being repaired or disposed of. One of the key elements of maintenance services that effect the environment is 'Waste'. Key to Fujitsu's maintenance service is the corporate responsibility around sustainability and it's approach to 'Waste'.

To ensure Fujitsu meets it emissions targets, Fujitsu Australia and New Zealand have partnered with Australia's leading waste treatment and recycling company which specialises in ICT equipment containing both metals and plastics. With Sims Recycling Solutions (Sims), Fujitsu has developed a working model to handle the environmentally responsible disposal of redundant, superseded, damaged or unwanted equipment.

Sims ensures that more than 90% of waste product is reused through the following initiatives:

- Re-sale
- Refurbishment and re-sale
- Refurbishment and supplied back into the customer's project
- Donation to charity

Key Benefits

With access to flexible and reliable ANZ wide resources and effective maintenance services, organisations can safeguard the delivery of core, business critical IT services. Fujitsu's Support and Maintenance services facilitate:

Cost Reduction

Our services are tailored to customer needs, flexing the level of maintenance and support required. Fujitsu operates flexible pricing structures to help organisations take advantage of the most cost-effective solutions.

Access to skills

Fujitsu can fulfill all your IT support needs through a single source, eliminating the need to manage multiple contractors and agencies. We recognise people are our most important strength and asset and having developed our service offerings over a number of years, Fujitsu brings a wealth of technical skills, geographic reach and service experience that can deliver high levels of end user satisfaction to our customers environments.

Strategy

Fujitsu's Field Service Business Unit strategy is entirely focused on understanding those capabilities that our clients look for in a business partner. Today, we believe those core capabilities revolve around understanding service management; investing in the skill sets and depth of resources necessary to provide practical help in reducing costs; establishing a track record of service excellence achievement; building service management skills; resources and experience; and maintaining independence and impartiality to advise and support our clients decision making process.

Why Fujitsu?

For a hardware maintenance provider to be successful, they require: experience, geographic coverage, sufficient resources, infrastructure, precise spares management, governance and most important of all, the ability to provide flexible solutions to meet evolving customer requirements and business SLA's.

A growing customer base is demonstrable evidence that Fujitsu has all Of these attributes and our capability and offerings in this space is widely accepted throughout Australia and New Zealand.

Safeguard your organisations productivity and service availability with cost effective IT maintenance that is tailored to your business needs through Fujitsu.

For more information please contact:

Fujitsu.serviceline@au.fujitsu.com

Contact

Fujitsu Australia and New Zealand
Address: Level 16, 15 Blue Street,
North Sydney, NSW, 2060, Australia
Phone: +61-2-9113 9200
Fax: +61-2-9113 9222
E-mail: askus@au.fujitsu.com
Website: www.fujitsu.com/au
2011-10-19-FAL-EN

About Fujitsu

Fujitsu Australia and New Zealand is a leading service provider of business, information technology and communications solutions. As the third largest ICT company in the Australian and New Zealand marketplace, we partner with our customers to consult, design, build, operate and support business solutions. From strategic consulting to application and infrastructure solutions and services, Fujitsu Australia and New Zealand has earned a reputation as the single supplier of choice for leading corporate and government organisations. Fujitsu Australia Limited and Fujitsu New Zealand Limited are wholly owned subsidiaries of Fujitsu Limited (TSE: 6702).