



Fujitsu Managed Services Managed Workplace

shaping tomorrow with you

FUJITSU

Fujitsu Managed Services

Managed Workplace

Fujitsu Managed Workplace solution offers efficient and reliable management of both traditional and virtual workplaces, allowing organizations to lower cost, improve productivity while enjoying flexibility from their desktop environment to meet changing business demands.

Organizations used to look to desktop standardization to control costs. Now, with demand for greater user mobility across multiple computing devices, along with the need to deliver computing power and applications to increasingly differentiated user roles, many organizations today are facing an uphill task in providing desktop services to meet these needs.

Fujitsu Desktop Managed Services

Fujitsu offers a wide portfolio of end user services designed to drive down end user device management costs, while improving employee productivity and giving you the flexibility to manage diversity and meet changing business demands

We recognize that a complete desktop managed infrastructure is a critical enabler to improving service delivery to end users, customers and partners. Fujitsu Desktop Managed Service (DMS) covers the entire lifecycle, from definition of workplace standards to sourcing, provisioning, operations, support and disposal when systems reach end of life. All services will be delivered based on ITIL-based best practices.

End-to-End Desktop Management

The DMS offering is based on 5 components that together, offer a comprehensive end-user device management service.

- **Service Desk** – at the heart of our service offering is the Service Desk, providing Incident, Problem, Change and Release Management and a Single Point of Contact for all IT issues. The Service Desk will provide remote assistance to users and a Self-Service Portal allowing users to fix common IT issues without the need to log a call.
- **End User Device** – this service covers the provision and management of desktop devices, including desktops, laptops, thin client terminals, mobile devices and printers, through the full lifecycle from procurement to disposal. During the device lifetime, management tools will be used to ensure a common standard across the IT estate and ensure that all devices are kept up to date with the latest security enhancements. At disposal, we will use Fujitsu's recycling services to securely wipe data from the device prior to recycling.



- **Field Service Support** – this ensures that users have the right level of support, wherever they may be. Where remote assistance by the Service Desk is not sufficient to resolve any issues, our field service support teams or mobile engineers will visit the end-user to resolve any software issues, provide hardware fixes and replacements, or provide support for any planned upgrades, changes or moves, as required.
- **End User Infrastructure** – this service includes the hosting, management and ongoing optimization of the infrastructure that supports the desktop service. This includes Desktop as a Service (DaaS), Virtual Desktops, Directory (AD/LDAP), Email, File & Print, Mail Relay, Security and Internet Proxy services. The service encompasses all elements you would expect from a comprehensive infrastructure management service, including operating system and application updates, service backup and restore, availability management, capacity management, performance management plus software and hardware support.
- **Service Delivery Management** – our service delivery management team will work closely with our customers to ensure the service remains relevant as our customers' needs change. Fujitsu's standard service delivery methodology is based on ITIL and Quality Management System conformant processes and tools to maintain quality service levels.

Why Fujitsu

Fujitsu adopts a business-outcome focused approach in our service delivery, helping our customers drive business results through innovative technology. We will help you define your desktop strategy that marries new technology with new delivery models, built upon Fujitsu's decades of experience in managing desktop estates around the world.

Understanding that today's dynamic environment calls for greater flexibility in IT, DMS modular design offers the agility required to ensure IT stays relevant to business needs. You have the capacity and flexibility to add or remove additional services as required.

Benefits

With Fujitsu DMS, you can enjoy:

- Reduced desktop service costs by up to 30%
- A consistent, high quality user experience, wherever they are
- Optimized service to meet different user roles and requirements
- Flexibility to scale up or down in tune with changing business needs
- Seamless and consistent desktop experience

Desktop Managed Service Offering

Service Desk

- Self service
- Service request management
- Configuration management
- Asset management
- Enhanced service levels
- Multiple language support
- Change management
- Problem management
- Procure services
- Custom reporting
- Single point of contact (phone, web, email interface)
- Shared service desk
- Knowledge management
- Continuous improvement
- Hardware asset inventory
- Administration
- English language
- Incident management
- Standard reporting
- Tracking
- Standalone service desk
- Toll-free phones (optional)

End User Infrastructure Services

- Server provision
- Data center hosting
- Monitoring
- Management of servers
- File storage
- End point security
- Managed print services
- Remote connectivity support
- Sharepoint services
- DaaS – Virtual desktop
- DaaS – Application virtualization
- DaaS – MS office uplift (publisher, Access, etc)
- Infrastructure management & support
- Server data backup & restore
- Server & infrastructure patching
- Application delivery (software distribution)
- Directory services
- Exchange email services
- Anti-virus management
- Client image distribution
- Problem management (3rd & 4th line support)
- DaaS – Virtualized email services
- DaaS – Thin client/ Zero client Infrastructure support
- DaaS – MS office standard (Word, Excel, Powerpoint, Office)
- DaaS – Virtual Desktop (Win7, IE8, AV, Acrobat Reader, XXGB)

Deskside Services

- Bespoke services, e.g. POS
- Site & field-based support
- Drop-in clinics for remote/mobile users
- Standard and Enhanced SLAs
- Asset recovery/ disposal (Secure)
- Out-of-hours support
- End user device software & hardware support
- IMAC-D (Installs, Moves, Add Change, Decommission)
- Warranty support (device manufacturer based support SLA)
- Warranty uplift

End User Services

- End user device – Build image design
- Application packing
- Data backup & restore
- Data encryption
- Mobile device management
- Hardware provision
- Remote access service support
- Local installs where required
- End-user device management – client provided build
- Image deployment
- Image patching
- Standard image updates
- Client image re-installs
- Local installs – MS Office standard (Word, Excel, Powerpoint, Outlook)
- Thin Client device support

Service Delivery Management

- Continuous Service
- Price Transparency
- Service Management
- Escalation
- Contract Management
- Single Point of Responsibility
- Business Review
- Change Management
- Customer Interface
- Customer KPI

Fujitsu Singapore

Nexus @ one north

1 Fusionopolis Link, #04-01, Singapore 138542

Email: info@sg.fujitsu.com

Web: sg.fujitsu.com

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