



Fujitsu Managed Services Service Desk

shaping tomorrow with you

FUJITSU

Fujitsu Managed Services

Service Desk

Fujitsu believes Service Desks lie at the heart of delivering a compelling service and typically influence how the IT function is viewed across the organization. As a result, we're committed to delivering the highest quality user experience.

The challenge for many organizations today is establishing the best way to link their service desk support with their enterprise technology and business strategy, anywhere in the world, at any time.

The primary needs of most organizations are simple: faster responses to resolving their problems, a personal touch to their service, and cost-effective solutions that can be quickly and easily implemented along with successful, ongoing delivery. Businesses also require 24x7 support and a consistent service experience for all users, regardless of when and where a service call is placed.

Delivering service desk support, providing incident management and meeting user demands effectively are costly and resource intensive. The challenges multiply when operations span multiple countries, time-zones and language requirements.

Delivering Value through Service Desk

Recognizing that every organization will have different needs, Fujitsu seeks to understand what matters most to your business in order to provide the right service delivery model that best meets your needs.

An efficient and effective service desk can bring many benefits to your organization:

- Improved end user service, perception and satisfaction
- Increased accessibility for end users
- Faster resolution of issues (through Incident Management)
- Prevention of future issues (through Problem Management)
- Improved communication
- Improved teamwork
- Increased productivity of support staff

Fujitsu Local Service Desk Capability

Fujitsu Service Desk solution enables the delivery of a consistent, high quality service globally to your end users, whilst driving down cost. With Fujitsu Service Desk solution, complex operational planning processes are simplified, allowing enterprises to accurately forecast business needs, technology requirements and project specifications for a more successful service desk environment.

Fujitsu provides end-to-end management of incidents, problems and requests, as well as resources to support knowledge, change and configuration management process. With a single point of contact, users can enjoy a seamless end user experience. Our trained analysts are empowered not just to fix problems, but to identify the root cause to prevent the problems from recurring and reduce user downtime.

Fujitsu Global Service Desk Capability

With service desk operations in 40 countries across 5 continents, Fujitsu is able to offer “follow the sun” capabilities, supporting our customers across multiple countries, time zones and languages. Today, we have about 5,500 service desk employees supporting over 1,900 customers and 3.2 million end users worldwide in 41 languages globally.

Fujitsu Global Service Desk provides:

- Global reach: a single point of contact for all incidents, problems and requests from your users worldwide
- Multi-channel capability: from phone to email, web chat and fax – plus web-enabled services, including self-help and collaborative browsing
- Multi-lingual support: calls are answered by agents that are fluent in the caller’s language
- High quality agents: well educated and fully trained personnel focus on delivering the highest service standards
- Management of third-party support providers: for incidents and requests plus performance reporting
- A standardized, high performance Service Management platform: follows ITIL guidelines and ISO/IEC 20000 compliant processes

A Consistent IT Experience

Fujitsu Service Desks are built on well developed standards that reflect our years of experience in delivering IT services and align to the ITIL service management framework and the ISO / IEC 20000 industry standards.

Through TRIOLE for Services (TfS), an integral component of our Service Desk offering, which provides the core set of Service Management processes and supporting toolsets, Fujitsu is able to provide a consistent, and compelling IT experience to users.

TfS is built on the core TRIOLE principles of standardization and reuse – enabling cost-effective, future-proof provision of services. It delivers market competitive functionality complemented with industry aligned business processes. Our architecture for delivering TfS is built on a logical and robust toolset that is modular in approach so it has the flexibility to be configured to meet specific business needs.

The Difference is in Fujitsu

We believe it’s our people that make a difference - they play a critical role in how we deliver value to clients. The concept of Lean lays the foundation to Fujitsu’s methodology. It is a practice concentrating on the production of value to customer and considers anything that doesn’t provide value as waste.

Fujitsu’s implementation of Lean in the service environment is called Sense and Respond. It’s an approach that encourages and empowers our agents to optimize and continuously refine processes, eliminating waste. Our agents don’t just fix problems, but identify the root cause and seek out opportunities to drive improvement. Fujitsu’s experienced agents, in combination with our processes, tools and methodologies maximize the value of the services delivered and keep it firmly in tune with your changing business needs.

Fujitsu’s ‘Shift-Left’ approach seeks to automate key processes and proactively reduce the burden of support. For instance, we empower users to self-serve by fixing common and easy to solve problems themselves, such as password resets, and use remote management tools to identify potential issues before they impact on user performance. This brings the solution closer to the user, increase productivity and make the resolution cheaper and faster, and at the same time, improve user satisfaction.

Service Portfolio	Service Levels
<ul style="list-style-type: none">• Call management system• Single point of contact; end to end incident and request management• First level incident and service request resolution• First level software support for Microsoft productivity applications• Second level desktop remote control / assistance capabilities• Password and Access management• Third party support management• Escalation management• Change management of pre-approved changes• Self-help and knowledge base services <p>Optional Services</p> <ul style="list-style-type: none">• Extended hours• Support for additional applications	<ul style="list-style-type: none">• 24x7 round-the-clock service• Time to answer 30s >70%• Call abandonment < 5% of calls above 30 secs• First level call resolution > 70%• Resolution times (service hours):<ul style="list-style-type: none">• Severity 1 – 8 business hours• Severity 2 – 3 business days• Severity 3 – 5 business days• Severity 4 – As agreed between the customer and Service Manager

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