

## Flexible services solution makes a world of difference

*“Our ICT infrastructure and support requirements will probably evolve in quite a fundamental way, so our ICT services will have to stay in a line.”*

### European Commission



#### SUMMARY OF KEY FACTS

##### Organisation

Directorate General for External Relations (DG RELEX), European Commission

##### Services delivered

A four-year IT services supply contract covering helpdesk, infrastructure/network management, end-user support and project management

##### Key metrics

- 5,000 staff based in Delegations in 134 countries
- 400 servers, 5,000+ PCs, 400 PDAs, 2,000 printers

##### Benefits

- **Enhanced operational agility** – an extensive range of expertise is available on an ‘as needs’ basis
- **Improved customer service** – staff will receive a higher quality and more consistent level of service
- **Reduced costs** – the new contract offered the best overall value for money
- **Optimised system availability** – proactive system management will ensure maximum application performance
- **Increased productivity** – rapid problem resolution will minimise disruption and enable staff to be more productive
- **Enable accurate budgeting** – costs are entirely visible and predictable over the contract life
- **Focus on core business** – can concentrate resources on higher value activities, rather than support processes

#### Challenge

Originating in 1951, the European Commission is the executive branch of the European Union. With 27 Commissioners, one from each member state, the body is responsible for proposing legislation, implementing decisions, upholding the Union’s treaties and managing the general day-to-day running of the Union.

Within the Commission, the role of the Directorate General for External Relations (DG RELEX) is to assist the Commissioner for External Relations, Dr. Benita Ferrero-Waldner, and her colleagues formulate an effective and coherent external relations policy for the European Union, so that it can assert a clear identity internationally. To this end RELEX works closely with other Directorates General, notably Europe-Aid, the Directorate General for Development and Trade and the European Community Humanitarian Office (ECHO).

Since 1996, Fujitsu has provided DG RELEX with a range of managed services as part of a framework contract called ITSDEL, with services being delivered on a time and means basis and measured against a monthly service level agreement (SLA). In particular, the Fujitsu support team has provided helpdesk, remote and on site support to the users in more than 130 countries throughout the world, as well as infrastructure and ICT project management services.

Following a renewal of the contract in April 2003 for five years, DG RELEX recently needed to re-tender for a supplier to operate the ITSDEL service in order to keep pace with certain organisational changes and the increased workload of its Delegations.

#### Solution

Following an extensive European procurement Fujitsu was awarded a new four-year IT services supply contract by DG RELEX worth 16.4 million (£13 million). Fujitsu won the contract because it submitted the most economically attractive bid in terms of value for money, based on both the quality of its services and its price.

The scope of the new contract includes the implementation of an ‘intra muros’ (on site) team of IT specialists in order to provide a high quality, multi-lingual (French, English, Dutch and Spanish) helpdesk. The helpdesk provides a single point of contact for DG RELEX’s system administrators based in 134 Delegations around the world who need second and third level support. In some cases, where no system

administrator is present in a Delegation, first level support will also be provided.

In particular, the helpdesk service provides software support for server and desktop operating systems, the office automation environment, electronic mail, Internet browsers and various other tools, as well as applications such as accounting and inventory control. Through the helpdesk Fujitsu also provides break fix services and on-site support for the complete IT infrastructure, including almost 400 servers, well over 5,000 desktop and notebook PCs, around 400 PDAs, nearly 2,000 local and network printers, almost 100 videoconference systems, telecommunication equipment and a complex network infrastructure of LANs and WANs.

Based on Fujitsu's previous experience of running the service, on average the helpdesk is expected to handle nearly 10,000 calls a year, or 800 a month, with the majority of requests relating to e-mail and Microsoft Exchange issues. However, to help reduce general queries, the helpdesk proactively carries out problem management by analysing any recurring problems and giving advice on possible actions to be taken to prevent them happening again - all based on an ITIL methodology.

Fujitsu is also responsible for managing and operating DG RELEX's complete IT infrastructure, including provision of IMAC (Install, Move, Add & Change) services as well as Asset Management, and providing remote server management and administration, including general server operations and backup, across all 134 offices. Fujitsu also provides network management services for all LANs and WANs, including incident management, monitoring/surveillance and regular availability checks.

In addition, Fujitsu will provide end-user support for DG RELEX's 5,000 staff world-wide and undertake the management of ICT projects for the Delegations. Under the previous contract Fujitsu successfully undertook several large-scale "technical" projects for DG RELEX, including its migration to Windows 2003, migration to MS Exchange Server 2003 and the implementation of Secure Sockets Layer.

A series of additional services such as architecture consulting, the design of the ICT infrastructure, security audits and management of local suppliers and service providers are also included in the new contract agreement, which came into force on the 1st of June 2008. In total, around twenty Fujitsu experts, whose experience and qualifications meet the requirements laid down in the contract specifications, are now located on site at DG RELEX's head office in Brussels.

*"The ICT infrastructure and support requirements of the Delegations will probably evolve over the coming years in quite a fundamental way, so our ICT services will have to stay in a line," explains the European Commission. "That's the reason we kept the structure of the Fujitsu solution on a flexible basis with resources being provided whenever and however we need them."*

### Benefits

Fujitsu's services in the ongoing support and management of DG RELEX's IT infrastructure will enable it to:

- **Enhance operational agility** – an extensive range of technical and management expertise is available on an 'as needs' basis
- **Improve customer service** – systems administrators and end-users will receive a higher quality and more consistent level of service
- **Reduce costs** – the new contract offered the best overall value for money
- **Optimise system availability** – proactive system management and enhancements will ensure maximum application performance and availability
- **Increase productivity** – rapid problem resolution will minimise disruption and enable staff to be more productive
- **Enable accurate budgeting** – costs are entirely visible and predictable over the contract life
- **Focus on core business** – DG RELEX can concentrate resources on future requirements and higher value activities, rather than support processes.

### Approach

In its role as DG RELEX's strategic IT partner Fujitsu is responsible for ensuring the compatibility and smooth operation of all IT systems and processes. As such, Fujitsu must:

- ensure IT compatibility between all Delegations, financial control, local purchasing control, plus problem and change management
- undertake the technical analysis of all IT requests for the Delegations and preparation of attribution
- write the manuals and develop the procedures to help users when contacting local suppliers or using their application software
- manage the relationships with Telecom operators for data communication between Brussels and the Delegations
- manage the relationship with Fujitsu Siemens for the procurement and delivery of all new hardware (servers, workstations, laptops).

### Expertise

With over 40 years experience of supporting the needs of customers, Fujitsu has a proven track record in providing complex systems integration and application development and management services that reduce costs, improve productivity and customer services and deliver a compelling return on investment.

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