

“Fujitsu has become part of our team with a focus on organic, human-centric innovation and an onsite presence that many other vendors simply do not provide.”

Shane Parsons  
Service Management Owner  
University of Warwick

The University of Warwick selected Fujitsu as its ServiceNow partner to deliver responsive, agile and local support for thousands of weekly requests.

#### At a glance

Country: United Kingdom  
Industry: Education  
Founded: 1965  
Employees: 5,900+  
Website: [www.warwick.ac.uk](http://www.warwick.ac.uk)

#### Challenge

When the University of Warwick's in-house ServiceNow specialist departed, it was left without the necessary skills to maintain and develop this critical operational platform, responsible for handling thousands of requests per week. It needed a new partner that could enable cost-effective, on-site support.

#### Solution

The University turned to Fujitsu, which guaranteed an on-campus presence five days per week, provided by its local office in Solihull. This ensures continuous development, fast incident resolution and seamless software upgrades.

#### Benefit

- Optimal support of ServiceNow, enabling the smooth running of the University and increased productivity for students and staff
- Thousands of requests and incidents are handled every week by the platform
- The next step in this digital transformation is the upgrade to ServiceNow Istanbul, for which Fujitsu has proposed a rapid ten-day migration

## Customer

The University of Warwick is one of the UK's leading educational establishments, with a reputation for outstanding research, equipping graduates with the skills, knowledge and tools to thrive in today's workplace. It aims to be a world-class university with a dynamic, enterprising approach to solving global challenges; one that enables students to create their place in the world and one that defines the university of tomorrow. Around 25,000 students are supported by nearly 6,000 staff in order to make this vision a reality.

## Products and services

- Fujitsu Application Service
- Fujitsu Application Development and Integration
- Fujitsu technical and maintenance services
- Fujitsu Managed Infrastructure Services



## Challenge

The University of Warwick has been a ServiceNow customer since 2010, however, the in-house specialist responsible for ongoing maintenance, development and support exited the organisation and left it bereft of the skills needed to keep this vital platform running. Rather than train another in-house candidate and risk seeing them also depart, the University decided a different approach was needed.

"ServiceNow is a critical tool to manage multiple activities, including service management and ITIL, with over 80,000 requests logged per year so we need skilled support," explains Shane Parsons, Service Management Owner, University of Warwick. "When we lost our internal resource, we considered other options and came to the conclusion that a managed support contract would be the best solution for ongoing maintenance as well as to upgrade the software to the latest version."

The University issued an RFP which outlined what it wanted its potential partner to deliver: first point of contact for incident resolution; standard bug-fix as well as ongoing development to provide new services and upgrade to ServiceNow Geneva. It also required a longer-term ability to implement ServiceNow Istanbul, which was not part of the initial RFP but was very much part of the future roadmap.

"We needed a partner that could put a person onsite at least three days a week to manage ServiceNow and continue its development," adds Parsons. "We also wanted to keep costs to a minimum because budgets in the education sector are always tight."

## Solution

Fujitsu was already engaged by the University of Warwick to deploy an extensive Mitel telephony platform and was invited to tender. It not only provided the most cost-effective proposal but also ensured that a fully experienced ServiceNow consultant would be on campus five days a week. "I'm the chairman of the UK ServiceNow User Group so I knew Fujitsu has the necessary skills to deliver the around the clock support we require; having a local base in Solihull was also a contributing factor," continues Parsons. "Being able to provide a physical presence five days onsite gave me great confidence that it would be a seamless transition."

The University of Warwick committed to a one-year contract followed by an optional second year under which Fujitsu is responsible for development, bug-fixes, incident management and liaison with ServiceNow itself. The first task was to upgrade the existing platform to ServiceNow Geneva.

"Fujitsu has a great understanding of how ServiceNow is structured and so could really hit the ground running. We had expected an initial drop in service quality while it familiarised itself with our organisation but that didn't happen," says Parsons. "Not only did Fujitsu take on the remit of our former internal specialist, it also took over the responsibilities of certain third party suppliers."

## Benefit

With Fujitsu providing the ServiceNow support ecosystem, the University of Warwick has been able to maintain the delivery rate of new services, while also ensuring thousands of requests and incidents are resolved every week in a timely fashion.

"Fujitsu really got under the skin of our business and understood our internal stakeholder needs. For example, AV projects were getting substantial criticism because there was no formal method of handling requests," comments Parsons. "The Fujitsu ServiceNow developer designed a bespoke catalogue item to deal with these short notice requests more efficiently and the feedback has been excellent."

Similarly, the Life Sciences department had been using a basic web-form, which wasn't captured within ServiceNow. Fujitsu quickly defined the team's requirements and, within a week, delivered a simple ServiceNow function that could understand and process the complex underlying options.

"It makes us more efficient and delivers a better service for students and tutors, who are then more productive because they have the tools they need when they need them," remarks Parsons. "Fujitsu has become part of our team with a focus on organic, human-centric innovation and an onsite presence that many other vendors simply do not provide."

The next step in this digital transformation is the upgrade to ServiceNow Istanbul, for which Fujitsu has proposed a rapid ten-day migration. Given it involves 150 individual record producers, from loan systems to room-booking procedures, this complex process will be carried out in late spring in order to minimise disruption to the University's day to day business.

"The partnership is going so well that we've already signed an extension to the rolling contract," concludes Parsons. "We've also had discussions on the next upgrade and are confident it will be a success under Fujitsu's guidance."

## FUJITSU

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