

“Using Fujitsu’s managed service model Metso now has a common set of IT infrastructure management services across the entire organisation.”

Pekka Pajalahti – Vice President, Metso IT



SUMMARY OF KEY FACTS

Organisation

Metso Corporation

Service/s delivered

Outsourced IT infrastructure services, including Fujitsu’s Desktop Managed Service

Key Metrics

- 25,500 employees world-wide
- 250 operating units in more than 50 countries
- 8,000 users in 60 sites in Finland

Benefits

- **Reduce costs** – centralised technical and management resources deliver IT support services much more efficiently
- **Optimise system availability** – proactive management is ensuring optimised IT performance and reduced downtime
- **Increase productivity** – faster problem resolution minimises business disruption and enables users to work longer
- **Access specialist resources** – Fujitsu’s extensive expertise is available on an ‘as needs’ basis
- **Budget accurately** – costs are entirely visible and predictable over the contract life
- **Simplify supplier management** – having a single point of contact reduces management time and overhead costs
- **Focus on the core business** – Metso can concentrate on future requirements and higher value activities

Customer’s Challenge

Metso is a global engineering and technology corporation with 2006 net sales of approximately EUR 5 billion. Its 25,500 employees in more than 50 countries serve customers in the pulp and paper industry, rock and minerals processing, the energy industry and selected other industries.

Pekka Pajalahti, Vice President, Metso IT, says, *“Our IT infrastructure has evolved over time to meet the specific demands of our different business units, but this lack of uniformity in our IT systems meant that our costs and resources were not optimised. So, we wanted to implement a centralised approach to IT management that would support our drive to standardise operations across the company in Finland.”*

Fujitsu Solution

Metso chose Fujitsu to provide a range of outsourced IT infrastructure services, including its Desktop Managed Service, to support the needs of 8,000 workstation users across its 60 sites in Finland. Using Fujitsu’s managed service operating model, called Patja in Finland, the five-year contract is an extension to a long-standing IT collaboration between the companies, which is known as the “4114 service” in Metso.

“Our quality metrics showed that our 4114 service was working well,” says Pekka Pajalahti, *“so there was no reason for major changes in the service when renewing the agreement. However, the most significant change was to replace all of the previous local agreements with a centralised model covering each and every site and end-user in Finland, so that we now have a unified set of services and service level agreements (SLAs) across the entire organisation.”*

The main services being provided by Fujitsu under the managed service contract include a central helpdesk dedicated to supporting the IT needs of Metso’s users, on-site support to resolve any issues, the procurement of all workstations and printers and the tracking and management of Metso’s IT assets.

Pekka Pajalahti continues, *“The new managed service agreement clearly specifies exactly what services will be delivered, at what price and what level of performance is to be achieved, but it is unlike traditional service contracts, because the focus of Metso 4114 is on delivering agreed service levels, and not particular resources. So, for example, when a problem occurs we don’t mind how it is dealt with, as long as it is resolved within the agreed response time.”*

Fujitsu’s contract also includes options for the deployment of mobile services (push mail) and the delivery of any specialist and project services that may be required.

CASE STUDY METSO

“Using Fujitsu’s managed service model Metso now has a common set of IT management services across the entire organisation in Finland, which enables us to develop and manage our IT services more efficiently and cost-effectively,” says Pekka Pajalahti. “Through its standardisation of technology and processes and centralised helpdesk and support, Fujitsu’s handling of our day to day IT operations is effective and the overall service provided to our businesses is now reliable.”

In addition, the new agreement grants Fujitsu a “Preferred Partner” position as Pekka Pajalahti explains, *“Being a Preferred Partner means that Fujitsu is now our first choice supplier when implementing various IT infrastructure projects. So, as long as Fujitsu’s price/quality ratio continues to be the best available, we will not have to go through a separate competitive bidding process for most of the projects. And to help ensure that our IT environment remains standardised we have set up a joint development team with Fujitsu to discuss and review all new IT developments.”*

Benefits to our Customer

The use of Fujitsu’s managed service has enabled Metso to:

- **Reduce costs** – using its centralised technical and management resources Fujitsu can deliver IT support efficiently
- **Optimise system availability** – proactive system management to deliver the contracted SLAs is ensuring optimised IT performance and reduced downtime
- **Increase productivity** – faster problem resolution is minimising business disruption and enabling users to continue working longer
- **Access specialist resources** – Fujitsu’s extensive range of business, technical and commercial expertise is available on an ‘as needs’ basis
- **Budget accurately** – costs are entirely visible and predictable over the contract life
- **Simplify supplier management** – using Fujitsu as a single point of contact for all desktop service management issues reduces management time and overhead costs
- **Focus on the core business** – Metso can concentrate its resources on future requirements and higher value activities, rather than underlying support processes.

Our Approach

Fujitsu’s managed service approach is a continuous development process through which Fujitsu assumes responsibility for the management of an organisation’s entire IT infrastructure, so that there is a single point of ownership and control.

Rather than providing just specific services, the managed service is designed to meet agreed customer requirements, such as “incident and problem management”. The focus is firmly placed on delivering the agreed level of service, customer satisfaction and responsiveness.

By using a framework of proven service elements and processes Fujitsu’s approach not only reduces risk by ensuring common service standards and continuity, but also provides much greater flexibility as the service can be rapidly scaled up or down to meet the evolving needs of the business, such as extending the service hours.

As a result, prices are charged according to actual use – on a desktop per month basis and some other defined parameters – so that there are no hidden costs and the customer can budget accurately for the cost of service.

Our Expertise

Fujitsu has been delivering consistently high levels of service to the public sector and businesses around the world for more than 30 years. Its support services, procedures and infrastructure are constantly being refined to meet the evolving needs of customers, and ensure that they can be delivered effectively and economically.

From type writer fix services in the late 1970s through specialist computing projects to the current IT infrastructure outsourcing partnership and SAP consultancy services, Metso and Fujitsu share a long history of collaboration. Pekka Pajalahti says, *“We have a very good relationship with Fujitsu, especially on the service management side. We know each other very well, so there are never any big surprises and we are sure that Fujitsu will deliver what it promises.”*

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