

# Specsavers

## New support contract simplifies service and maintenance while cutting costs

» This new support contract has formalised how Fujitsu can best support our business now and in the future, while helping us save around 16 per cent on support costs.«

Ruskin Snow, IT Operations Manager, Specsavers



### The customer

Specsavers was founded in 1984 by Doug and Mary Perkins, who started the business in their spare bedroom on a table tennis table. From just two staff, there are now more than 500 based at Specsavers' headquarters in Guernsey and over 26,000 worldwide. The company has over 1,500 stores and the annual turnover for the Specsavers Group was £1.36 billion for 2009/10 and is forecast to reach £1.55 billion in 2010/11, making it the world's leading privately owned optical group. In the UK, one in three people who wear glasses choose their frames at Specsavers.

### The challenge

Specsavers has worked with Fujitsu across every aspect of its business for over ten years. For example, Fujitsu procures, commissions and installs every single piece of hardware in each Specsavers store, from EPOS terminals to printers to servers. Fujitsu was also a key partner when Specsavers entered the Australian market, helping it hit its target of opening 100 stores in 100 days.

More recently, Specsavers has turned to Fujitsu for help with developing its support services which were proving complex, costly and difficult to manage.

*"We have worked with Fujitsu for many years and have developed a strong collaborative relationship with them. As the partnership has deepened, we have entrusted Fujitsu with more and more responsibility for the support of our business-critical backbone,"* explains Ruskin Snow, IT Operations Manager, Specsavers. *"However, our headquarters and data centres are heterogeneous environments comprising different operating systems, networks and applications. This meant that supporting these systems was becoming a major headache so we turned to Fujitsu for a better approach."*

#### THE CUSTOMER

Country: UK  
 Industry: Retail, Opticians  
 Founded: 1984  
 Employees: Over 26,000  
 Website: [www.specsavers.co.uk](http://www.specsavers.co.uk)



#### THE CHALLENGE

Specsavers wanted to streamline and integrate the support and maintenance of its corporate and data centre IT infrastructures.

#### THE SOLUTION

Specsavers worked with Fujitsu to introduce a three year support contract that would cut costs, reduce administration and simplify the support service.

#### THE BENEFIT

- Specsavers is saving 16 per cent on support costs by introducing a new three-tier system.
- Fujitsu provides a single point of contact for all of Specsavers support queries.
- The new streamlined support agreement has reduced the burden of paperwork and made processes more transparent.

## The solution

Fujitsu submitted a proposal for a three year support contract that had the capability to tie together all the elements of the IT infrastructure under one framework agreement. By introducing a three-tier support model, Fujitsu hoped the new contract would enable Specsavers to make savings of over 10%.

*"We were looking for a support contract that would give us just one point of ownership if things went wrong," adds Snow. "We also wanted more clarity on who was responsible in certain circumstances such as floods or other natural disasters. Reducing the amount of administration involved was also a priority. However, at the top of our list, was minimising the amount we were spending on support and maintenance."*

Under the new contract, Specsavers has rationalised the levels of support it needs depending on how mission-critical the software or hardware is to the business. At the highest level, Fujitsu provides a two hour response service 24 x 7, 365 days a year for those systems which are absolutely critical. The next tier boasts a four hour response time 18 x 7, 365 days a year. The third and final tier, for the least critical components still guarantees a four hour response twelve hours a day, five days a week, all year round.

*"Previously, we had a large amount of kit on 24 x 7 x 365 support when it wasn't really necessary as some issues simply don't need to be logged at 3am on a Saturday night," continues Snow. "So this was an area where we could make changes straight away."*

## The benefit

The new contract was signed in September 2010 and Specsavers began to realise instant savings – beyond what the company had expected the new agreement to deliver.

*"Fujitsu had promised savings of 10% through rationalising the support services but now that we have rolled out the new contract, we're seeing savings closer to 16 or 17 per cent," comments Snow. "This makes a clear impact on our bottom line and allows us to reinvest the money elsewhere in the business."*

The new contract has also made the relationship between Fujitsu and Specsavers much clearer in terms of deliverables and individual responsibility. Previously, response times were not contractually guaranteed so, even though Fujitsu provided a rapid and effective service, there was no formalised process. It has also allowed Specsavers to review its insurance policies to ensure unexpected disasters are covered.

*"There is a lot more clarity about expectations and responsibility. We've also simplified the administration and reduced the amount of paperwork required for ordering new kit," adds Snow. "This lessens the administrative burden on our team, freeing them up to focus on more strategic tasks."*

## Conclusion

Specsavers now has a service and support contract, managed centrally by Fujitsu, that provides the flexibility to cover ad-hoc engineering and project works at pre-agreed rates. A single monthly service review covers all aspects of the agreement and new hardware and software can be purchased and wrapped into the existing contract quickly and easily – with minimal paperwork. Combined with the cost-savings that have already been made, the new support partnership has helped transform how Specsavers manages its corporate IT backbone.

*"Fujitsu is already responsible for 40% of our IT budget so this is a partnership in every sense of the word," concludes Snow. "This new support contract has formalised how Fujitsu can best support our business now and in the future, while helping us make significant savings."*

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