

# Fact Sheet End-User Services Environment -Not much Service?

We know how difficult it is to implement a comprehensive End-User Services program and have the experience and expertise to help.

# Challenges

Reliability, better staff productivity, and lower cost are the top three things you want from your end-user services offering. But it's tough to achieve all of them together in today's multiuser desktop environment with many variant systems and builds. It's even more difficult when your business depends on your ICT infrastructure to sell and deliver to customers. That places a greater burden on your ICT team and gives you the headache of hiring new staff and purchasing new equipment to support your end-users.

Instead, many organizations outsource the provision of the End-User environment to a global service delivery partner. These Executives want to improve the experience they give their customers by arming their end-users with the tools and services those end-users need to stay productive and customer focused. They also want to improve end-user service levels by leveraging industry best-practice standards and tools for ISO/IEC 20000 compliance. They'd like to free in-house skills and resources to focus on delivering greater value back to their business. And they also want to ensure full accountability from a managed office services provider with business outcome-based service agreements and a predictable low cost per user per month.

Your knowledge workers need no downtime, no delays, and no problems with printing, email, or attachments so they can get the job done quickly. But the complexity of today's corporate end-user devices, potential security threats, and heavy-dependency on information can intermix to impede their progress.

#### How we can help

Fujitsu provides all the benefits of high-quality, reliable end-user services environment at a lower cost per user, per month. We deliver highly flexible managed services designed to relieve your ICT team and give end-users the right tools and services to help them deliver a high-quality, consistent customer experience. We take responsibility for managing the enduser computing environment across its full lifecycle to improve efficiency, productivity, and reliability. From procuring new end-user devices to asset management, from end-user application management to provisioning a multi-lingual service desk, we take care of your end-users and deliver services that are in tune with your changing business needs.

# **Benefits**

Fujitsu provides End-User Services to many customers globally. About one-third of Fujitsu Japan's delivered systems are now based on TRIOLE and their owners are enjoying 30% faster system deployment, 20% lower total cost of ownership (TCO), and at least 30% better reliability. We believe in writing flexible contracts so you can re-shape your ICT as often as your business needs change.

# What we offer

Our approach to contracts is based on three basic principles:

 Cost Transparency: We offer an open approach with a gain-share model that motivates both Fujitsu and our customers to perform above agreed-upon levels



**Figure 1:** Fujitsu Desktop Services connect end users to their business information

# The Problem

- Your end-users aren't getting the services they require
- Insufficient end-user device performance impacts both your top and bottom lines
- Your organization is experiencing too much downtime
- You have a complex end-user device estate with variant systems and builds
- You are interested in reducing operating costs and TCO

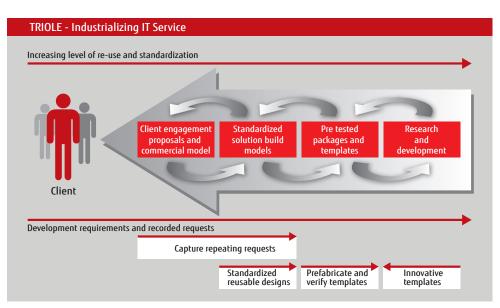


Figure 2: TRIOLE: The Industrialization and Standardization of IT Service

# The base package consists of:

- Desktop Services: Break-fix, Installation, Move, Add, Change (IMAC)
- Decommission and disposal Services
- Software and hardware provisioning
- Warranty support
- Site or remote based support
- Drop-in clinics
- Service Management and administration

# Additional modules include:

- Asset Data Gathering & Tracking
- Asset & Procurement Management
- Patch Management
- Software / Application Packaging and Delivery
- Application Virtualization
- Anti-Virus & End-Point Security Management
- Build Image Design & Management
- Print Queue Management
- Management RAS
- Network Availability Management
- Managed Mobility
- Telephony / Telecommunication Support (VoIP)
- Service catalog
- Dispatch Support
- Enhanced Post-Warranty Support
- VIP Support

# Pre-tested TRIOLE templates include:

Microsoft<sup>®</sup> XP, Windows Vista<sup>®</sup> and Windows<sup>®</sup> 7 Clients Microsoft Windows<sup>®</sup> 2003 and 2008 Server

Desktop Management

- Active Directory
- Systems Management
- Microsoft Exchange
- File and Print services
- Installations, moves, adds and changes (IMAC)

# How it Works

#### Driving continuous desktop service improvement by how people work

At Fujitsu, our implementation of a desktop managed services environment is supported by our Sense and Respond methodology. This unique way of operating the service interface focuses on understanding what matters to you so we can continually find better ways to deliver it. Sense and Respond has re-drawn the service support and help desk landscape. In the nine years we've offered it, many clients have seen problem call volumes drop by half, user productivity jump by 20%, and average scores for satisfaction with ICT double.

# Delivering Consistent Excellence in Managed Office Services

The other major piece of our solution is TRIOLE®. Based on pre-tested templates for the ICT needs common to many businesses, TRIOLE industrializes and standardizes ICT infrastructure to reduce cost, improve reliability, and cut time to deployment. TRIOLE can do this because its components are based on repeatable processes, since most of the solution is not customized. That means solution costs are lower, installations work the first time, and troubleshooting is fast. TRIOLE helps organizations become more dynamic, agile enterprises by easily accommodating rapid change, and by driving standardization, reuse, and continuous improvement.

TRIOLE for Services is our service management toolset that provides a rapid migration path for organizations that want to adopt a standardized, automated, ITIL-informed, and ISO/IEC 20000-compliant approach to service management.

# Delivering Value

The main components of Fujitsu Desktop Managed Services Offering include:

- Desktop Services: Installs, Moves, Adds, and Changes plus hardware and software incident resolution – provides all elements of direct physical support for the end user
- End-User Infrastructure: Capacity and Availability Management provides and supports the basic ICT infrastructure including directory services, e-mail, file, print, software distribution, and anti-virus updating
- End-User Device: Supply and Configuration Management of the user device – creates and maintains a standard build for all devices, including OS, core applications, local security, and role-based business application sets
- Virtual Client Services: Design, Implementation, and Management of Virtualization technologies driving further ROI and streamlining support operations. This has a further benefit and TCO reduction through a combination of reduced onsite support and decreased hardware expense
- Service Delivery Management: Office of Continuous Improvement and Innovation, SLA Management, Service Reporting, Continuous Improvement – a single point of authority and management interaction dedicated to ensuring quality of service

# Solutions in Action

# How customers have benefited Cut Open Client Calls by 75%

As a global leader in home appliances, Electrolux sells more than 40,000 products in 150 countries each year. The company was consolidating its ICT department and needed more centralized, yet flexible, ICT infrastructure solutions. Fujitsu created a per-seat, feebased, end-to-end managed office solution for laptops, desktops, servers, storage and applications. Service is delivered from three of the Fujitsu global delivery centers. Electrolux now enjoys simplicity and efficiency with a single local point of contact to global service. Best of all, Electrolux reduced open client calls from more than 2,000 to just over 500.

# Six Languages, One Solution:

A large multinational had 14,000 users who spoke six different languages. Within a year of Fujitsu taking over the managed office service, user satisfaction jumped from 4/10 to 8/10 while the overall cost of the desktop estate dropped by 25%.

Support was one area where the company made big savings. Of 8,000 calls a month, Fujitsu found that many were simple, "How do I do this..?" queries that could be eliminated with a little education. Using email and remote desktop control, we taught users about their printers, how to log on to the intranet from hotels, what forms to fill out for new software, and how to reset their passwords. The result was happier users and 1,000 calls a month that didn't occur.

# KLM Benelux Boosts Productivity

Selecting Fujitsu as its outsourcing partner for centralized help desk services across all KLM Benelux operations gave the company faster problem resolution and minimal business disruption. This led to an average productivity increase of 20% across all ICT users, since staff can now concentrate on the core business' future requirements and higher-value activities.

# Reuters Prefers the Fujitsu Desktop

When Reuters upgraded its desktops and consolidated 2,700 people from seven offices into one, there were, of course, multiple problems. But the Fujitsu desktops, on the other hand, were faultless.

# How Dixons' Help Desk Sells More Toasters

Since Fujitsu applied its Sense and Respond approach to Dixon's ICT help desk, problem calls are down 50%, store staff are more productive, and ICT availability is at a record high.

The company also pays less for its ICT support. All of which lets Dixon's staff do what they're supposed to do, which is sell more TVs, cameras and toasters.

# How Sense and Respond keeps BMI in the air

John Morrell Food Group – Food Industry

Sense and Respond<sup>®</sup>, our approach to lean has successfully driven call volume down 48% which reduced DMS onsite support requirements. This freed up utilization was reinvested into technology refresh at no additional impact to the client. Success on this account has led Fujitsu winning the larger parent company: Smithfield Foods.

# Why Fujitsu

# Enabling the global enterprise

Fujitsu provides a full array of managed infrastructure solutions. As part of those solutions, Managed Office Services is a component of the dynamic infrastructure offerings from Fujitsu. Fujitsu is your trusted partner for making managed office and managed infrastructure services simple. We are arguably the most global vendor, with leadership market share in Europe, Asia, and North America. With more than 173,000 employees worldwide in over 100 countries speaking 31 languages, we can service your infrastructure in place, with a two-hour response, to cities throughout the world. Fujitsu can deliver unique value to global clients by helping them standardize global delivery, operations, and support. At the same time, we have the local presence and understanding to do business with clients who have regionally diverse languages and cultures. Fujitsu leverages best-of-breed infrastructure solutions to reduce risk, complexity, and cost.

# About Fujitsu America

Fujitsu America, Inc., is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings and solutions, including consulting, systems integration, managed services, outsourcing and cloud services for infrastructure, platforms and applications; data center and field services; and server, storage, software and mobile/tablet technologies.

For more information, please visit: http://solutions.us.fujitsu.com/ and http://twitter.com/fujitsuamerica

# Fujitsu platform solutions

In addition to Fujitsu PRIMERGY servers, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

# Dynamic Infrastructures

As a global IT infrastructure provider, Fujitsu offers a complete range of servers designed to fill any role in today's business. Whether your business requires affordable entry-level servers, compact and scalable blade systems, or advanced multiprocessor servers capable of handling the most demanding data center applications, the PRIMERGY® line delivers Intel® Architecture servers with the rock-solid reliability and industry-leading performance you need.

# **PRIMERGY Servers**

www.fujitsu.com/global/services/computing/

- PRIMERGY: Industrial standard server
- SPARC Enterprise: UNIX server
- PRIMEQUEST: Mission-critical IA server
- ETERNUS: Storage system

#### Software

www.fujitsu.com/software/

- Interstage: Application infrastructure software
- Systemwalker: System management software

#### More information

For more information, please visit: http://solutions.us.fujitsu.com/

# For Information on our Intel based PRIMERGY Servers:

http://solutions.us.fujitsu.com/www/content/ products/servers/primergy/index.php

#### For Information on our Enterprise Storage:

http://solutions.us.fujitsu.com/www/content/ products/storage/ETERNUS/index.php

# For Information on our SPARC® Enterprise Servers:

http://solutions.us.fujitsu.com/www/products \_sparc.shtml?products/servers/sparc/index

# For Information on the new PRIMEQUEST<sup>®</sup> Servers:

http://solutions.us.fujitsu.com/www/content/ products/servers/primequest/

# Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global knowhow, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at: www.fujitsu.com/global/about/environment/



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