Fact Sheet
Remote Support Desk Services

Deployment of a new technology solution to many sites often needs technical remote support expertise and staff over and above the customer’s normal Help Desk operation to carry out pre-install, post-install and technical activities during the onsite install process. Fujitsu can provide a scalable solution for these temporary operational needs.

Challenges
Deployments are usually a finite project with a start and an end. While most organizations invest in house to develop the solution to be deployed, they usually do not have the permanent resources to be able to execute the rollout of the final solution at the speed they need to implement it; nor the expertise to plan and manage a deployment.

How we can help
The Fujitsu America Services Group provides our customers with scalable deployment services as a part of our comprehensive Services offerings.

The implementation of new technology, a technology upgrade, or migration from the current generation of equipment to a new solution is often a major step up in systems infrastructure for the organization, with consequential effects on the personnel. The implementation of the new solution will need to be managed, monitored, connected to, and maintained from the corporate systems and well as fixed when adverse events occur during normal operation.

Deployment of a new solution to many sites often needs technical support expertise and staff over and above the customer’s normal Help Desk operation to support the training and installation process, as well as administer and support the systems once they are installed. Fujitsu considers the role of an existing Help Desk or temporary Install Support Desk as a critical component to the success of any deployment of new hardware and/or software technology.

Fujitsu has extensive experience setting up and managing temporary Install Support Desks (aka Command Centers) to support the installation or upgrade of new systems for customers.

Fujitsu can provide multi-lingual remote technical support, help desk, or command center facilities from our technical centers in Dallas or Montreal, where shared staff can be trained to provide the necessary services in a cost effective manner. Alternatively, Fujitsu can create and manage dedicated staff on a desk in a location of the customers choosing leveraging their own facilities, technology infrastructure, and in house systems.

Fujitsu will conduct a Discovery phase to understand the requirements. The requirements and sizing for the Support Desk will depend on the project in question and operational parameters such as the hours of coverage: scope of work each site may need from covering site preparation, shipment tracking, remote host systems interaction, support for the technical conversion and the engineers on site, and post implementation support for newly converted users and the like.

After an analysis, a properly staffed and trained, team can be assembled with the right tools and support infrastructure.

Fujitsu recognizes that each customer’s installation needs are special. Our Command Center Services, when coupled with our Project Management, Staging, Integration, Installation, and optional Wiring Services provide a genuine single vendor to manage
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all your needs from procurement to installation, test and turnover of any in-store technology solution or desktop deployment.

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 175,000 employees worldwide in over 80 countries speaking 29 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:

For Information on our Enterprise Storage:

For Information on our SPARC® Enterprise Servers:

For Information on the new PRIMEQUEST® 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 know-how, 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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