

# Viren Agrawal

## Head of Managed Infrastructure Services at Fujitsu Americas

Viren Agrawal is executive vice president and head of Managed Infrastructure Services at Fujitsu Americas. In this role, Viren oversees service delivery management, sales and some of the strategic engagements for Fujitsu Americas. His areas of expertise include service delivery excellence, transition and transformation, governance, service level management and global delivery of outsourcing engagements.

Prior to this appointment, Viren was vice president of Strategic Accounts, where he focused on managing large accounts including the chief technology officers for Fujitsu Americas' largest clients. In this role, Viren led IT services delivery for key strategic accounts and was tasked with driving account growth as well as the entire service delivery programs across North America. Under his leadership, the business achieved improved service levels and profitability through enhanced delivery controls. With an eye on efficiency, Viren also focused on streamlining the contract and financial governance across multi-year contracts and formalized external reporting to customers.

Prior to taking on the role of vice president of Strategic Accounts, Viren led the transition and transformation team, which managed the transition of support services, helped to build the delivery organization in line with client and contractual needs, and established the global delivery operations for a number of very large and significant clients. He also led the Service Delivery Excellence Program to inspire and train new service delivery managers inside the Americas.

Prior to joining Fujitsu in 2010, Viren worked at IBM, where he managed several consumer packaged goods, retail and manufacturing global engagements across various locations worldwide. Earlier in his career, Viren worked with several global IT Services companies including HCL Technologies, Tata Consultancy Services and Hughes Software, where he led product management functions for global products in

areas of software testing, test automation and GUI development.

Viren received his bachelor's degree in engineering and a master's degree in planning from Indian Institute of Technology, India. He received his Master of Business Administration from the Cox School of Business, SMU at Dallas.

Viren lives in Dallas, Texas, and travels extensively across the world.



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