The Service Desk helps from a single point of contact perspective by applying LEAN principles and eliminating waste. Doing this creates enhanced user productivity, and improved customer satisfaction. The Service Desk uses established tools and globally standardized processes to ensure the highest levels of efficiency and effectiveness are attained.

Challenges
The challenge for many global enterprises today is establishing the best way to link their service desk services with their enterprise technology and business strategy, anywhere in the world, at any time. The primary needs of most organizations is simple: faster responses to resolving their issues with a personal touch to their service and cost-effective solutions that can be quickly and easily be implemented along with successful, ongoing delivery. Businesses also require 24x7 support across all time zones and a consistent service experience for all users, regardless of when and where a ticket is placed.

A growing number of companies are outsourcing the provision of IT support to a global service delivery partner. At Fujitsu, we believe the service desk lies at the heart of delivering impeccable service. It is the window into our customer’s business that provides the information and insight needed to ensure that service improves and evolves to meet the expectations of our customers’ customer.

Our service desk solutions simplify complex operational planning processes, helping your organization accurately forecast business needs, technology requirements, and project specifications for a more successful service desk environment. Our extensive development capabilities, implementation experience, and ongoing operational support services deliver many benefits – from cost reduction to effective change management.

How we can help
The Fujitsu service desk mission is to deliver high service quality with the lowest ongoing operational support costs using traditional offshore, onshore, and home-shore delivery methods. We accomplish this by applying LEAN principles to the way we deliver services, to continually improve both our customers' and our own businesses.

Our LEAN philosophy is derived from the Toyota Production System. It is a way of working that creates value, eliminates waste, automates, and builds a culture of continuous improvement. Our people, in combination with our processes, tools and methodologies, are key to making the LEAN philosophy work. They make continuous improvements to service desk delivery an everyday occurrence.

Benefits
The Fujitsu Service Desk Difference

Driving Continuous Service Improvement By How People Work
At Fujitsu, our implementation of the LEAN philosophy in a service environment is called Sense and Respond. This unique way of operating the service interface focuses on understanding what matters to our customers so we can continually find better ways to deliver it. Our Service Desks pioneered Sense and Respond and its success makes the service interface highly efficient. It proactively increases the effectiveness of the entire business and results in continuous improvement throughout the organization.

The Problem?
- Challenged to achieve the high levels of user satisfaction and productivity your business desires
- Concerned with keeping all processes up to date and compliant with industry standards
- Require more focus from a business perspective on delivering efficient and effective service
- Faced with the demand to provide support for multiple countries, time zones, and languages
- Struggling to concentrate on continuous improvement while maintaining all business requirements
Delivering Consistent Service Desk Excellence
Fujitsu delivers a consistent, cost-competitive, multi-lingual service desk, with the same processes and standards used across our global network. We achieve this through TRIOLE® for Services, an integral component of our Service Desk offering, which provides the core set of service management processes and supporting toolsets. The Fujitsu architecture for delivering TRIOLE for Services is built on a logical robust and modular toolset with the flexibility to be configured for specific business needs.

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

Compelling Customer Experience
Fujitsu believes that service performance strongly influences user perceptions and their general attitude to IT. Metrics such as First Line Resolution (FLR), Average Handle Time (AHT), and Incident Accuracy directly improve our customer’s experience of the service. TRIOLE for Services supports both front-line staff and self-help portals with excellent collaboration and knowledge management capabilities to ensure that wasteful calls are eliminated and business disruption reduced. We also measure softer metrics such as customer satisfaction at various levels so we can identify both strategic and operational needs. This helps us determine what matters most to a customer’s business and respond accordingly.

Delivering Value
At Fujitsu, we recognize that measuring performance against SLAs is important. But we also believe that measuring the value we deliver is critical if we are to achieve service improvement in line with evolving business needs. By focusing on what really matters to our customers and their customers, Sense and Respond lets us eliminate waste, not just make waste cheaper.

The Fujitsu approach to service desk lets us deliver improved user productivity and satisfaction, a service delivery approach that is based on business outcomes, continuous improvement in line with our customers’ business needs, support in multiple countries, time zones, and languages, and high-performance, standardized IT service platform that is based on processes compliant with ISO/IEC 20000.

What we offer
Fujitsu provides Service Desks to over 200 customers globally. Our global Service Desks have been strategically located to enable us to offer follow-the-sun capability. They are supported by local service desk operations in over 40 countries and five continents, with a total of over 14 million calls handled every year. We have the global and local presence needed to best serve our customers and act as a single virtual Service Desk, wherever and whatever the scope or scale of your business.

This geographical reach, coupled with our unique approach, enables Fujitsu to offer flexible, blended service solutions to suit the specific requirements of your business, at the best cost. We can also support your end-users, whether staff or customers, across multiple channels and in multiple languages. This lets us focus on continuously improving your service desk operations to deliver maximum value, while also staying in tune with your changing needs.

How it works
- Global reach; a single point of contact for all incidents, and service requests from your employees or customers worldwide
- Multi-channel capability: from phone to web portals, web chat and email, plus web-enabled services including self-help and collaborative browsing
- Multi-lingual support: calls are answered by agents fluent in the caller’s language, including Afrikaans, Arabic, Cantonese, Danish, Dutch, English, Finnish, French, German, Greek, Indonesian, Italian, Japanese, Korean, Malay, Mandarin, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, Tagalog, Tamil, Thai, Turkish and Welch

Sense and Respond: Based on the Principles of LEAN Thinking
Sense and Respond achieves cost benefits because it eliminates waste, puts permanent fixes in place and optimizes services delivery

- Eliminating waste
- Optimizing use of self-service
- Migrating calls to online channels
- Moving work to the front line
- Moving expensive desk side work to the 2nd line

Cost per fix
User 1st Line 2nd Line 3rd Line
Eliminating waste Optimizing calls to online channels Moving work to the front line Moving expensive desk side work to the 2nd line

Time
High-quality agents: well-educated, experienced and fully-trained personnel deliver the highest service standards

Management of third-party support providers: for incidents and service requests plus performance reporting

Commitment to continuous service improvement: to keep the service in tune with business priorities

Solutions in Action
How Customers Have Benefited

Enabling the Global Enterprise
Fujitsu provides a full array of managed infrastructure solutions. As part of those solutions, Service Desk is a component of the infrastructure offerings from Fujitsu. Fujitsu is your trusted partner for making service desk and managed infrastructure services simple. We are arguably the most global vendor, with leadership market share in Europe, Asia, and North America. With 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.

Why Fujitsu?

Fujitsu America, Inc. provides a complete portfolio of business technology services, computing platforms, and industry solutions. Fujitsu platform products are based on scalable, reliable and high-performance server, storage, software, point-of-sale, and mobile technologies. Fujitsu combines its renowned platform offerings with a full suite of onshore, near shore and offshore system integration, outsourcing, and datacenter services covering applications, operations, infrastructure, customer service, and multi-vendor lifecycle services. Fujitsu provides industry-specific solutions for retail, manufacturing, healthcare, government, education, financial services, and telecommunications sectors.
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 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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