The Service Desk is Key to a Global Multi-Sourcing Strategy

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The Ever Changing World for a CIO

- Globalisation!
- Best of Breed solutions!
- Increased Business Value!
- Disaggregation!
- Customer/User Expectation!
- World Economy!
- Supply Chain Optimisation!
- Budgetary Pressures!
- Generation Y!

- How can I reduce cost whilst optimising services?
- How can I balance the need to influence and support business strategy with the need to provide service excellence?
Multi-Sourcing is Happening

PREVIOUSLY
- Single supplier managed services
- Typically single in-country delivery
- Traditional one-to-one customer-supplier relationship
- Clear accountability

NOW
- Complex multi-supplier delivery
- Global & local services
- One to many customer-supplier relationships
- Diversified accountabilities

BUT WHAT DOESN’T CHANGE
- Focus on the user experience
- Commitment to service excellence
- Demonstrate delivery of business value
- Continually improve and innovate
The Multi-Sourcing Challenges

<table>
<thead>
<tr>
<th>End to end performance</th>
<th>Configuration Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>■ How do we measure and promote E2E service performance?</td>
<td>■ How do you maintain a CMDB in a multi-confederated environment?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accountability and ownership</th>
<th>End user focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>■ How do you manage the multiple contact points without creating silo mentality?</td>
<td>■ How do you maintain and improve end user experience and deliver to expectations?</td>
</tr>
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</table>

<table>
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<tr>
<th>Incident Management</th>
<th>Problem Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>■ How do you ensure ownership and resolution without increased hand-offs?</td>
<td>■ How do you efficiently remove demand and waste?</td>
</tr>
</tbody>
</table>
The Traditional Way.....

Traditional Multi-Sourcing

- Providers operate independently
- Relationship Management overhead
- E2E measurement & reporting difficult
- Little focus on end user
Fujitsu Service Desks – Our Core Culture

Sense and Respond

Our People

Improving and Evolving

Global Standards
Fujitsu Service Desks – Our Core Culture

**Sense and Respond**
- Customer focused culture
- Lean principles
- Part of our DNA
- Drives improvement
- Delivers results

**Our People**
- People based business
- Really make a difference
- IT professionals
- Drive improvement
- Empowered
Fujitsu Service Desks – Our Core Culture

Improving and Evolving

- Not attain and maintain
- New challenges
- New opportunities
- Challenge
- It’s a journey together

Global Standards

- Underpinned by standards
- Processes, methodologies
- Global toolset platform
- Flexible, tailored approach
- Consistency, maturity
Fujitsu Global Service Desks

Key:
- Fujitsu Global Delivery Centres – Service Desks
- Fujitsu In Country Service Desks

- 1700+ staff in Global Delivery Centres - SD
- 5000+ Service Desk staff in total
- 40+ Languages
- 350k+ Incidents pm in Global Delivery Centres
- 2m Incidents pm in total
Consider Your Options

Traditional Multi-Sourcing

- Providers operate independently
- Relationship Management overhead
- E2E measurement & reporting difficult
- Excessive internal IT Management costs
- Little focus on end user

Fujitsu Multi-Sourcing

- Visible hand-offs between suppliers
- Defines ownership and accountabilities
- Integrated Service Level Management
- Reduced internal IT Management costs
- Driven by a customer focused culture
Our Proposition – SERVICE DESK PLUS

Customer

Invoicing, Contracts, Performance Management

Fujitsu Service Desk Plus

People

Processes

Toolset

Obligations

Reporting & CSI

Reporting

E2E Process Management

Tower Providers
Multi-Sourcing Without the Pain

- Reporting
- Service Catalogue Management
- Service Level Management
- IT Service Continuity Management
- Availability Management
- Capacity Management
- Financial Management
- Standards and Architecture

Processes Obligations
Be decisive......

Seize the Opportunity
- The market conditions are, or will be, leading you down a multi-sourcing journey
- Manage your service providers to the benefit of your organisation and your users

Fujitsu’s Service Desk Plus will:
- Increase the ease of monitoring End 2 End service delivery
- Reduce the size and cost of internal IT organisations
- Offer a more integrated end user experience

Work with Fujitsu to realise the benefits of multi-sourcing
Thank you for listening