



# FUJITSU Work Life Shift

## Your guide to Workplace Support

Whether they're working at home, in the office, on the high street, or on the shop floor – now, more than ever, your people need the right support. Workplace Support provides predictive, flexible on-site support, so your teams can stay productive wherever they choose to work.

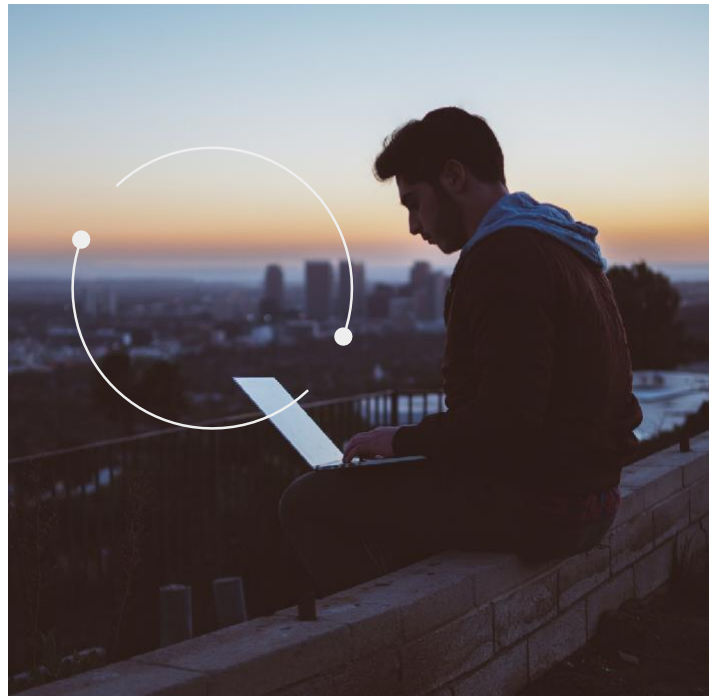
Underpinned by advanced data analytics and our extensive engineering expertise, Workplace Support can help you build resilience. Mitigate disruption. Support your people. And thrive in the world of business.

shaping tomorrow with you

**FUJITSU**

# Supporting your workforce where and when they need it most

The world is going through unpredictable change; to survive and prosper, your organization has to pursue adaptability. At the same time, our environment and society are facing unprecedented challenges; we all have to reimagine how we live and work.



## We call this **FUJITSU Work Life Shift**

New agile ways of working require a different approach to on-site support; one that puts your people at the center of the service, enabling them to be productive wherever and whenever they work.

Fujitsu Workplace Support provides a flexible range of services that keep your teams productive, no matter how distributed they are. And, with the ability to deliver in more than 180 countries, it can rapidly scale to meet the changing needs of your organization.

### **Keeping your people at their most productive takes more than fastfixes.**

Using predictive data analytics, we can determine when your equipment is likely to fail, allowing us to proactively fix issues before they arise. And enabling your people to continuously deliver value for your customers.

## Our flexible services

Your organization is different to any other. That's why we've built Workplace Support with the flexibility to meet the dynamic needs of your workforce.

We offer the following service options:

- Ticket-based service
- Schedule-based service
- Ad-hoc service
- Global logistics service
- ITSM toolset integration
- User self-service app
- Connect IT Bar
- Intelligent lockers, vending machines, kiosks
- Predictive analytics

Our **predictive data analytics** can determine when your equipment is likely to fail. So, we can fix any issues before they affect your employee productivity or customer service. This actionable business insight also enables more self-service, such as our user self-service app.

Our **Connect IT Bar** provides a concierge service in high footfall areas. By giving your workforce access to the latest advice and guidance, they can feel supported and get the most out of your investments in technology.

Our **intelligent lockers, vending machines, and kiosks** provide self-service support that's easily accessible and helps get your workforce up and running as quickly as possible, 24x7.

Our **field services** deliver support to your workforce across a wide range of operational environments, from the corporate office to the high street, the shop-floor to the manufacturing plant, or even while working from home.

Our **global logistics service**, delivered from a network of regional distribution centers, covers a comprehensive array of logistics activities. This includes warehousing, transport, and logistics, incorporating partner (where appropriate) and inventory management.

Our **full repair loop** means your people can always have technology they need to stay productive.

Finally, our **global toolset and follow-the-sun global program management office** provide real-time visibility of service execution. Meaning we can keep your organization running, wherever you operate, uninterrupted.

## Standard SLAs

Can be uplifted to same-day on request.

**Break and fix:** Next business day resolution

**Desk-side support:** Next business day resolution

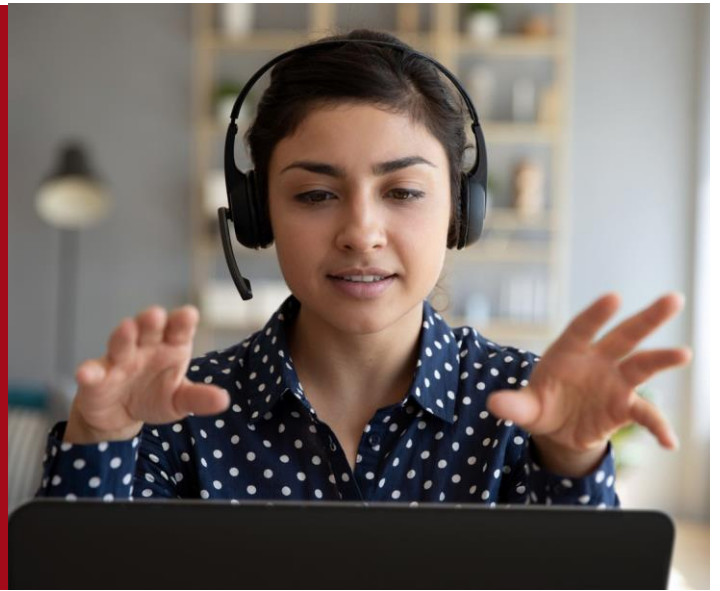
**IMAC-D:** 3 business days' resolution

**Hands and eyes:** Next business day on-site response

### Standard Support Days and Hours:

Local business days, 09:00-17:00.

Can be uplifted to 24x7 on request.



## Our Value-Based Approach...

Opt for our Workplace Support model, and we'll transform your existing services into a managed service in phases. We'll also utilize continuous improvement methodology to ensure an experience that matches your expectations. All of our services are underpinned by the following ideologies:

- Resource optimization
- Managed end-to-end client services
- Metrics-driven cost savings

## ...For today and tomorrow

### Core ideology

- Resource optimization
- Managed end-to-end client services
- Metrics-driven cost savings

### Envisioned future

- Agility and flexibility
- Lean organization with a focus on core activities
- Continuous improvement

## Your organization's benefits

The benefits are clear; with proactive maintenance services in place, you could see a typical **20% reduction in support calls**. You could also see additional benefits by tailoring your service with relevant modules. These include:

- More time for colleagues to do their core roles.
- Increased productivity and operational efficiency.
- Increased availability of key assets.
- Ability to upscale services on demand.
- A seamless on-site support service.
- A reduction of reactive processes.
- Real-time status information, through dashboards and reports.
- Better knowledge management for users; reduced silos of knowledge.
- Availability of self-serve options.
- Reduced "no fault found" returns; improved real resolutions.
- Improved insight into asset failure across the organization, with a holistic view of equipment reliability.
- Availability of automatic ticket creation and workflow.



## Why Fujitsu?

Ready to pick a partner? Fujitsu looks after over 8 million end-user devices worldwide and has been recognized as a Leader in Gartner 2020 Magic Quadrant for Managed Workplace Services, Europe, for the fourth year running.

You can count on our proven, accomplished record of delivering global customer services. With our combined depth of experience and breadth of services, spread across industries and service lines, we have the necessary expertise and resources to deliver services tailored for your organization. With global reach to 180 countries worldwide, capabilities in 40+ languages, and a portfolio of globally standardized services, we can cost-effectively provide local delivery on a worldwide scale, 24/7, 365. And the service can be further tailored by utilizing the additional modules to enhance customer service experience.

### Customer story

## Kemira

Kemira Oyj is a chemical industry group headquartered in Helsinki, Finland, that consists of three main segments: Pulp and Paper, Municipal and Industrial, and Oil and Mining.

« *Kemira has managed to improve its End User Satisfaction also in small locations. The End User Satisfaction rate of services was 9.45/10 in May 2019.* »

<b>Project duration:</b>	3-year contract from 2019
<b>Project size:</b>	GPMS Service Management, Global Service Delivery, Partner Network
<b>Key project metrics:</b>	Reducing 12 calls per month across 3 stores, End User Satisfaction score of 9.45/10
<b>Technologies:</b>	OSM-Q, Customer Web Selfservice Portal, TRIOLE for ServiceNow

## Where next?

Disruption breeds disruption. And any interruption to your organization can create problems that often extend further than the initial issue. With lost productivity leading to lost revenue – and impacting competitiveness – the risks to your finances and reputation are substantial. So choose a partner that can help you prepare for whatever tomorrow brings.

For more information, please visit our website or sign up for a session in our Virtual Digital Transformation Center, where we can work with you to co-create your Modern Workspace and demonstrate the value it can deliver.

**“Create an environment for your people to thrive.”**