

## Fujitsu & 3663

### Delivering chose through flexibility

*Fujitsu UK is a leading provider of IT systems, services and products, employing 11,400 people with annual revenues of £1.7 billion. Through these uncertain times, they have helped customers reduce costs, adapt to change and improve operational efficiencies through the use of IT. This includes consulting, systems integration, applications, managed services and product solutions that address real business problems for customers in the private and public sectors.*

*3663 is one of the UK's leading foodservice companies who provide complete catering solutions to customers of all sizes and capabilities within the foodservice market. 3663 outsourced their IT functions to Fujitsu in the first quarter of 2010 and as part of the outsource agreement; a full array of engineering services were required. Commodity engineering is no longer a USP for Fujitsu as they have restricted ability to react and remain up to date with the changes in technology within the market place. As part of Fujitsu's strategy to utilise partners for maintenance services, they approached a&o services to assist with scoping the best solution to address 3663's business needs.*

### The Business Issue

3663 have approximately 4,500 units which are a mixture of PC's, laptops and thin clients spread over 40 sites throughout the UK. Prior to Fujitsu winning the outsource contract, there were a number of service issues with their existing provider, which breached SLA's and created poor end-user satisfaction. Another important requirement for 3663, was to have the facility to be able to do home visits - which a&o were able to accommodate.

### The a&o Approach

***'I've experienced working with the guys at a&o over many years, I was delighted to hear they were the service delivery method of choice.'*** Simon Thomas, CIO of 3663

a&o's approach to resolving the breached SLA's, was to re-resolution the service by defining three types of fixed SLA's: 4 hour, 8 hour and next business day, which is allocated according to the type of user a call is assigned to.

There were a number of preferred requirements that Fujitsu looked upon when selecting a partner for sub-contracting engineering services. a&o's 'one stop shop' approach was a key differentiator for Fujitsu in this instance at 3663. This equated into a blended service offering flexing resource from our hybrid engineering model of intelligent technical couriers with Tier 1 and 2 engineers. Spares logistics and management coupled with an efficient repair workshop offering also impressed Fujitsu over our competition.

One of the most challenging requirements that confronted a&o, was the requirement to transition the full service over a 4 week period. This was achieved by engaging a&o's Projects Services team from the offset. The team provided some very detailed planning which was executed against a carefully constructed and precise project plan. Fujitsu and 3663 were very impressed with a&o's professionalism in their project and transition approach.





Simon Thomas, comments that ***'Taking on business of this size means that there are often issues and teething problems. a&o had only four weeks to transition and go live with the Desk Top element, and so far my user experience has been first class.'***

a&o also gained praise from Fujitsu and 3663 by appointing and engaging a Service Delivery Manager at an early stage of the contract, who was able to offer constructive support and advice throughout the service take-on.

The 3663 service went live in July 2010 to the benefit of both Fujitsu and 3663. Fujitsu were satisfied that a&o had been able to offer an industry competitive cost and had achieved the requests for the transition and contract requirements. 3663 were delighted that SLA's were achieved from day one - with the added benefit of a satisfied user community. 3663 stated that they would not hesitate to recommend a&o again for contracts of a similar nature.

## Key Benefits

Key benefits for Fujitsu and 3663 include:

- Sales Engagement
- Solutions Team
- Project Services
- Logistics and Planning
- Business Take On
- Service Delivery Management

## Services Featured

The technology featured on the final solution that a&o contracted with Fujitsu, was to deliver IT services into 3663 including break/fix maintenance, IMAC, project services and wireless access point support over a 3 year period.