

FUJITSU: A SUCCESS STORY

In 2021, the world leading Public Sector IT service provider selected Agilitas as its strategic technology spares partner to deliver an enhanced service and improve customer experience.

“If any challenges arose, the Agilitas team would be in contact with potential solutions before we even became aware of an issue. This proactive and personal approach is what set Agilitas apart as a trusted, strategic services partner.”

Alec Parrish
Regional Service Delivery Manager
Fujitsu

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Background

Fujitsu is a Japanese multinational IT equipment and services corporation established in 1935 and headquartered in Tokyo. Globally, Fujitsu employs over 126,000 people with 9,000 of those based in the UK. It is regarded as the world’s sixth-largest IT services provider by annual revenue and the largest in Japan. Fujitsu provides IT services and consulting as well as a range of products for computing, software, telecommunications, microelectronics and more.

As a technology leader, Fujitsu is required to maintain many of the critical systems that help people manage their finances, shop in-store or online, consume energy or use government services. It designs, develops, implements, manages and optimises access to systems and information to answer businesses processing, application and infrastructure needs. Fujitsu prides itself on providing expertise on business challenges to both private and public sector organisations.

When Fujitsu’s previous global technology spares partner could no longer maintain the service-level agreements (SLA) required for their customers growing demands, Fujitsu collaborated with Agilitas to build a best-of-breed partnership that looked to enhance service whilst streamlining operations and costs to provide the business solutions the company prides itself on.

Challenges facing Fujitsu

- 6 week transition from previous incumbent to new parts partner
- Increased SLA obligations including potential service penalties
- Over 5,500 server and storage devices to transition within weeks
- Critical Global Financial Services network demanded maximum uptime
- Long-standing customer reputation to uphold

Solutions delivered by Agilitas

- Successful transition of 5,500 devices in less than 6 weeks
- Agilitas improved customer SLA from 78% to 98%+ within the first few months
- Close peer-to-peer relationships formed between Agilitas, Fujitsu and the end client
- Agilitas DevOps team liaised with Fujitsu’s team in Belgium to quickly integrate systems
- Solution has provided a long-lasting partnership, ensuring the success of this contract

For further information on how we can help your business, get in touch:



+44 (0)115 919 6000



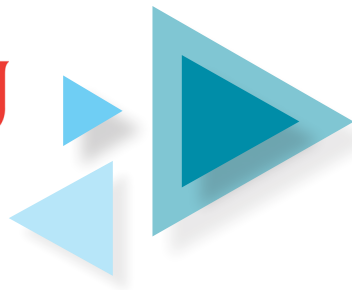
info@agilitas.co.uk



www agilitas.co.uk



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Customer needs & expectations

Before the partnership, Fujitsu was facing challenges with its current partner who became unable to meet its changing requirements. This began to affect its ability to meet customers' service-level agreements (SLAs), the contract that documents the services Fujitsu provides and defines the service standards it is obligated to meet. SLAs form part of the foundational agreements that service providers have with customers and include metrics to measure the service provider's performance. Service providers need SLAs to help manage customer expectations and define the severity levels and circumstances under which they are not liable for outages or performance issues.

This became a critical issue as service-level agreements include agreed-upon penalties in the event that set service levels are not met. These penalties can include fee reductions or service credits against the fees incurred by the customer, as well as the termination of the contract for repeated failures. As its customers' SLA was failing, Fujitsu faced the challenge of setting up a new strategic technology spares partner within six weeks to avoid penalties or contract termination. This process included providing all the correct information for the customers 5,500 devices to Agilitas and securing the approvals from each device and the associated customer to proceed before 1st April 2021. This process was critical because Fujitsu was providing critical services to its financial client and these devices needed to be correctly supported through a smooth transition.

“Although our partnership with Agilitas began under high-pressure circumstances on a stringent timescale, the team has been nothing but accommodating and able to ease all of our concerns by taking an efficient and proactive approach.”

Alec Parrish
Regional Service Delivery Manager
Fujitsu

Stronger together: Building a brighter future

As a result of this successful partnership, Fujitsu is moving ahead in a stronger position with their customer due to the huge improvement in service quality. The partnership with Agilitas gave both Fujitsu and its customer peace of mind when it came to supporting the UK region.

The UK region is particularly important as there are a lot of frontline customer-facing applications in the UK that are used globally in financial services. This raises the need for a reliable service partner to ensure that any devices would be fixed within SLA should any faults occur. The partnership with Agilitas took away any concerns from the customer as the targets were being met and the support was accessible from an early stage in the contract. The relationship that Fujitsu has built with Agilitas and the quality of service that it and its customer has received has forged a long-lasting partnership and ensured the success of this contract.

Partnership leads to success

When contemplating its next strategic technology spares partner to assist with Fujitsu's customer and improve the failing SLA, Agilitas was a clear contender. Agilitas had already provided a technology spares service on some bespoke devices for Fujitsu and the service provided had always been regarded by Fujitsu as exemplary. As an already trusted partner, with the ability to offer competitive pricing, Agilitas was able to onboard and start supporting their server, storage and backup infrastructure at the fast pace required by Fujitsu.

During the onboarding process, Fujitsu faced the challenge of integrating ticketing systems, as its global accounts use a bespoke ticketing system based in Belgium. Although it was an initial challenge to integrate the two systems on such a short timescale, Agilitas' DevOps team was able to quickly liaise with Fujitsu's developers in Belgium and seamlessly integrate the systems. This personalised and proactive level of support was a big contributor to the success of the collaboration.

The offering from Agilitas was able to improve the business by ensuring it maintained the SLAs with the customer and minimise the costs associated with failing the SLA. The Green status of the SLA with Fujitsu's customer is 97% and prior to the partnership with Agilitas, the SLA at the time was underachieving at 78% with the previous partner. This underachievement is what prompted the swift transition to Agilitas as the situation became critical. After the introduction of Agilitas in April 2021, the SLA was soon sitting at 97%, immediately putting Fujitsu back into green status. Just one month into the partnership, in May 2021 the incident SLA reached 99.9% and since then the SLA has been consistently above 98%.

Beyond improving its customers' SLAs, Fujitsu found that collaborating with Agilitas also provided a reliable and proactive partnership that was able to ease their concerns with such a high-stakes financial customer. The partnership was especially successful because it exceeded the typical customer and supplier interaction, instead offering close peer-to-peer relationships with the Agilitas team which eased any concerns for Fujitsu and its customer, as there was always someone available to address any challenges.

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