

Problem, solved.

Fujitsu global service desk

Customer support integration solution frees up time for Fujitsu global service desk.

“Thanks to this solution, we have globalized the support provided from our local, regional and global service desks and now can pass information seamlessly across Fujitsu.”

– Noel Butcher, product director, Fujitsu global service management tooling

RunMyProcess.

a Fujitsu company

Background

Fujitsu is the leading Japanese information and communication technology company, offering a full range of technology products and services. Present in more than 100 countries, Fujitsu employs over 170,000 employees and reported consolidated revenues of US\$ 47 billion in 2013.

Fujitsu operates service desks at local, regional and global levels and manages them via the Global Service Desk platform (GSD). The platform uses the TRIOLE service desk service management tool that allows Fujitsu to provide support for more than 2 millions incidents a month, in over 35 languages, by 5,000 service employees around the world.

Problem

Fujitsu is world-renowned for the high quality of its products and services, as well as its high level of after-sale customer support. Its global service desk infrastructure is based on the communication between the centralized domain experts located in the main global service desk offices and the regional staff of the service desk global delivery centres. For example, a customer in the U.K requiring assistance with a SAP solution would contact their local service desk team, but the support ticket would be diagnosed and resolved by the SAP expert centre in the GSD centre in India. This structure allows Fujitsu to leverage its global expertise to provide expert assistance to customers locally.

However, tracking the ticket status between the delivery centres was difficult owing to the use of different ticket management systems in each of the centres. The lack of an integration solution between the local and global service desks resulted in time delays, manual transferring of information and high costs.

Every month, the service desk delivery centre engineers were required to regularly exchange status information with the expert centres by email and phone. An internal investigation indicated that on average, 42 minutes a day were spent per ticket on status update communications, equating to 2,800 hours per month. The time delays in ticket resolution had a negative effect on the service quality, increasing the risk of potential errors and miscommunications, damaging the image of the company.

In addition, the decentralized support system wasn't adapted to the evolving needs of Fujitsu and its customers. Globalization means that more and more multi-national companies and clients, who use solutions from different locations, require assistance from different centres. Consequently, the speed and the transparency of communication between the centres rapidly became a top priority for the Fujitsu Group. "We needed to make sure that our services adapt to the evolving needs of our company and our customers," said Carey Blunt, global service desk chief architect at Fujitsu.

The current ticket management system lacked the integration means to track the ticket management process between the centres, forcing the company to search for an external solution.

The Group considered Software AG WEBMETHODS integration solution, but it was too costly and unable to adapt to the evolving integration needs of the centres. GSD selected a cloud-based solution from RunMyProcess, because of its innovative approach, flexibility, easy integration with other applications and cost control. "Cloud-based integration was something new and interesting in both the financial and the technical aspects," said Noel Butcher, product director for Fujitsu global service management tooling.

Solution

The solution was developed and implemented into the first test centres, which were the U.S and U.K, in just two months. Today, the application is fully integrated into the existing service management systems with no visible change to the user interface since its introduction.

The process is launched when a Fujitsu first line service desk agent records an incident or service request details from an end customer in a local service desk system. The service agent can then transfer and assign the ticket to the corresponding domain expert groups. The resolver group will receive the ticket that will then be addressed and resolved. The ticket transfer between the service desk system and the global expert resolver group is managed by the Fujitsu RunMyProcess solution that is integrated into the service desks' systems. The application provides ticket status at all times via the system's dashboard, ensuring full transparency of the process.

Benefits

The Fujitsu RunMyProcess-based integration solution helped Fujitsu's global service desks maximize the transparency and the agility of the incident handling process, while reducing errors and time delays.

As the ticket information is now instantly transferred to the correct expert centre and the ticket's status can be viewed at all times, the service desk delivery staff can spend less time checking the status of the tickets. This allows the teams to concentrate on their core responsibilities, increasing the quality of the service.

Recognizing the benefits of the RunMyProcess solution following the test implementation, the Fujitsu integrated the application into all Global Service Desk centres. The solution corresponds to the principal values of Fujitsu of constant improvement and the optimization of services delivery through the elimination of waste.

To further streamline incident management, GSD is currently considering extending the application to its customers, to

manage the entire ticket-submission process via the application.