

Serviceaide Success Stories— Fujitsu Brasil



FUJITSU adopts Serviceaide Intelligent Service Management to get real-time visibility into incidents that can impact the business.

As the biggest Japanese ICT company in the world, Fujitsu conducts its businesses offering a full range of services, products and solutions to different industries. The company has had a solid Service Desk structure in its portfolio of services for almost 20 years, with 24x7x365 service in an operations center located in São Paulo.



THE CHALLENGE

Demian Quirino, Fujitsu's IT Operations Manager, recognized the need for a Service Desk area overhaul, which used a tool with many customizations and points in need of improvement.

The goal was to adapt the system to the new standards demanded by the market, with the need for a more managerial vision for service evaluation and evolution with service management metrics.

ORGANIZATION



BRAZIL HEADQUARTERS

São Paulo, SP

ITSM SOFTWARE

Intelligent Service Management

BENEFITS

- ✓ Real-time visibility of incidents that can impact your business
- ✓ Flexibility to meet changes and new resources required by customers
- ✓ Quick and easy implementation
- ✓ Order cycle modernization



THE SOLUTION

The ease and speed of the Intelligent Service Management implementation surprised Fujitsu's technical team. "In two weeks, we had already started the pilot operation for a customer with a considerable volume of processes and configuration items. Ensuring the customer that the implementation would happen **within** a month was a very strong competitive advantage and makes all the difference in choosing the solution," says Quirino.

For Fujitsu's evangelist Antônio Carlos Guimarães, the main values that ISM provides to customers is the real-time visibility that the board has of the incidents that arise and that can impact the business, as well as the end user's usability.

Fujitsu's process and quality analyst, Adriel Glória, also says that customer feedback has been very positive and that the company has improved in its internal processes.



THE RESULTS

In one case, Fujitsu was hired solely to serve as an IT Service Desk, but over time the customer was assisted by the team to build processes, service catalogs and new flows centered on a single tool, which modernized their order cycle.

The result was so satisfactory that today Fujitsu manages customer calls with Intelligent Service Management not only for IT configuration items, but also to fulfill requests for facilities, supply chain, HR, maintenance, among others.

Fujitsu has had the confidence to use Intelligent Service Management for 4 years, serving large customers and generating on average 1,000 tickets per day. Confidence extends to new customer implementations, mainly because they believe in the evolution of the tool and in more functionalities to be made available in the future.

"Giving managers a view of the performance of their business and serving the end user in the same tool sets it apart."

— Antônio Guimarães,
Fujitsu's Digital Transformation Campaigner

About Fujitsu

Fujitsu is the leading Japanese information and communication technology (ICT) company offering a full range of technology products, solutions and services. Approximately 155,000 Fujitsu employees support customers in more than 100 countries. We use our experience and the power of ICT to shape the future of society with our customers. Fujitsu Limited (TSE: 6702) reported a consolidated revenue of 4.5 trillion yen (US \$ 40 billion) for the fiscal year ending on March 31, 2017. For more information, visit: www.fujitsu.com

About Serviceaide

Serviceaide is re-creating Service Management with the power of Artificial Intelligence. Serviceaide delivers solutions that have configurable ticket management, ITIL certified processes, scalability, data connectivity, artificial intelligence, and a virtual support agent. All with a low administrative burden and cost of ownership. For more information, visit serviceaide.com or request a demo..

