

Media Backgrounder

Fujitsu Global Service Delivery Unit

October, 2018

Overview

- Fujitsu's Global Service Delivery Unit (GSDU) constitutes a network of state-of-the-art technology and service hubs in key locations across the globe (China, Costa Rica, India, Malaysia, Philippines, Poland, Portugal and Russia)
- Staffed with over 12,500 highly trained, highly motivated people - access to the best global talent, tools and best practices
- Culturally diverse with support for 40 languages in over 100 countries
- GSDU delivers scalable, flexible services - everything from a multilingual service desk and on-site services to specialist app services or data center management.
- 24/7 global coverage, 365 days a year
- Access to advanced new technologies from Fujitsu globally, and unique approach to continuous improvement - "Sense and Respond"
- ISO Certified 9001, 20000, 27000, 14000

The drivers: no longer just about cost - digital skills shortages and consistent global delivery are now strategic issues

The Global Service Delivery Unit (GSDU) represents Fujitsu's global delivery capability meeting customers' strategic needs. In the past, organizations used our global delivery to reduce cost and become more competitive. Today, the shortage of skills and capabilities in certain countries, or even across a region, is an increasing challenge, and more and more organizations are turning to GSDU for help, especially when it comes to sourcing digital skills. GSDU provides pools of skills and resources that Fujitsu can quickly assign to new projects on a global, regional or local basis, either remotely or for on-the-ground support.

An important consequence of this approach is that our customers can more easily achieve consistent global delivery. Many businesses are looking to expand globally and need to standardize their operations and processes to remain efficient. With a standardized approach across all our processes, Fujitsu's GSDU is well-positioned to help customers go global, while allowing scope to customize and localize solutions for individual customers, whenever necessary.

Global consistency is also promoted via what we call "global hubs", in which our expert service delivery teams in the eight GSDU locations align closely with teams, solution architects and the salesforce working in the country of the customer headquarters. This allows complete customer solutions to be set up to support any region or country, by providing the same knowledge and experience to any customer, anywhere in the world, without the need to duplicate training across, potentially, hundreds of different teams.

Supporting innovation and continuous improvement

GSDU is a conduit to get smart things from one place to another – and to do so without the challenges associated with language, time zones and business culture differences. With access to advanced technologies from Fujitsu globally, such as robotics, artificial intelligence and IoT (Internet of Things), our Global Service Delivery is able to work on improving and fine-tuning customers' services and solutions through a continuous flow of incremental improvements and digital innovations that add long-term value in terms of consistency and greater efficiency.

Fujitsu has standardized operational processes and methodologies across GSDU. "Sense and Respond", for example, is a unique approach to continuous service improvement that shares smart ideas, and eliminates wasted effort and cost. Instead of simply fixing IT problems, Sense and Respond empowers Fujitsu employees to find and fix root causes and prevent those problems from happening again.

Global Service Delivery teams represent a world of diversity

There are more than 12,500 people working in GSDU from multiple nationalities and backgrounds promoting huge cultural diversity. With an average age of 30, many are millennials, and 40% are female. This powerful blend of people in our eight delivery locations lives and breathes digital technology, providing a huge advantage for customers beginning their digital transformation journey.

Online resources

- Fujitsu's 2018 Technology and Service vision: <http://www.fujitsu.com/global/vision/>
- Follow Fujitsu on Twitter: http://www.twitter.com/Fujitsu_Global
- Follow us on LinkedIn: <http://www.linkedin.com/company/fujitsu>
- Find Fujitsu on Facebook: <http://www.facebook.com/FujitsuICT>
- Fujitsu pictures and media server: <http://mediaportal.ts.fujitsu.com/pages/portal.php>
- For regular news updates, bookmark the Fujitsu newsroom: <http://ts.fujitsu.com/ps2/nr/index.aspx>

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About Fujitsu

Fujitsu is the leading Japanese information and communication technology (ICT) company, offering a full range of technology products, solutions, and services. Approximately 140,000 Fujitsu people 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 consolidated revenues of 4.1 trillion yen (US \$39 billion) for the fiscal year ended March 31, 2018. For more information, please see <http://www.fujitsu.com>.

About Fujitsu EMEA

Fujitsu promotes a Human Centric Intelligent Society, in which innovation is driven by the integration of people, information and infrastructure. In the Europe, Middle East, India and Africa region (EMEA), our 27,000-strong workforce is committed to Digital Co-creation, blending business expertise with digital technology and creating new value with ecosystem partners and customers. We enable our customers to digitally transform with connected technology services, focused on Artificial Intelligence, the Internet of Things, and Cloud - all underpinned by Security. For more information, please visit <http://www.fujitsu.com/fts/about/>