FUJITSU

Datasheet
Fujitsu Cloud IT Management as a Service

Fujitsu Cloud IT Management as a Service is a suite of SaaS-based applications providing the infrastructure, application monitoring and service desk capabilities needed to deliver a more efficient and cost-effective IT operation.

The dynamic IT environment: Can you keep up?

IT managers are under constant pressure to ensure the high performance and availability of their IT environment. It's a critical role – with any shortfalls in service levels potentially impacting business productivity and revenues. However, as organizations embrace an increasingly diverse mix of IT delivery models – from on-premise infrastructures and outsourced services to private and public cloud services – the task is growing ever more difficult.

In order to truly understand and optimize performance, it's vital to gain a unified view of all the infrastructures that the business relies on. It's about having the visibility to manage the environment in the most efficient and effective way. It's about being able to quickly add or remove capacity or change levels of monitoring detail to respond to new business demands. And it's about doing so without adding further cost and complexity.

Why traditional approaches could be holding you back

Many organizations are finding themselves increasingly constrained by traditional IT management platforms and tools. These systems either demand a high degree of costly, labor-intensive customization and are difficult to adapt to the changing needs of the organization or serve as limited point tools that don't deliver the level of capability or insight needed to optimize performance.

Unified IT management

Fujitsu Cloud IT Management as a Service is delivered in partnership with CA Technologies. CA Technologies provides the industry's only unified IT management solution, combining a broad set of network monitoring and service desk management capabilities, plus the flexibility of deploying the solution on-premise and in the cloud. Today over 20.000 enterprises are already reaping the benefits – using CA Technologies to optimize their business services, driving greater agility and performance.

In addition, management solutions have typically been deployed on-premise, with all the cost and management overhead associated with upfront infrastructure investments, as well as ongoing maintenance.

The Fujitsu Cloud IT Management as a Service suite of services has been developed to address these issues head on – bringing you the functionality you need for effective IT management on demand.

Green IT
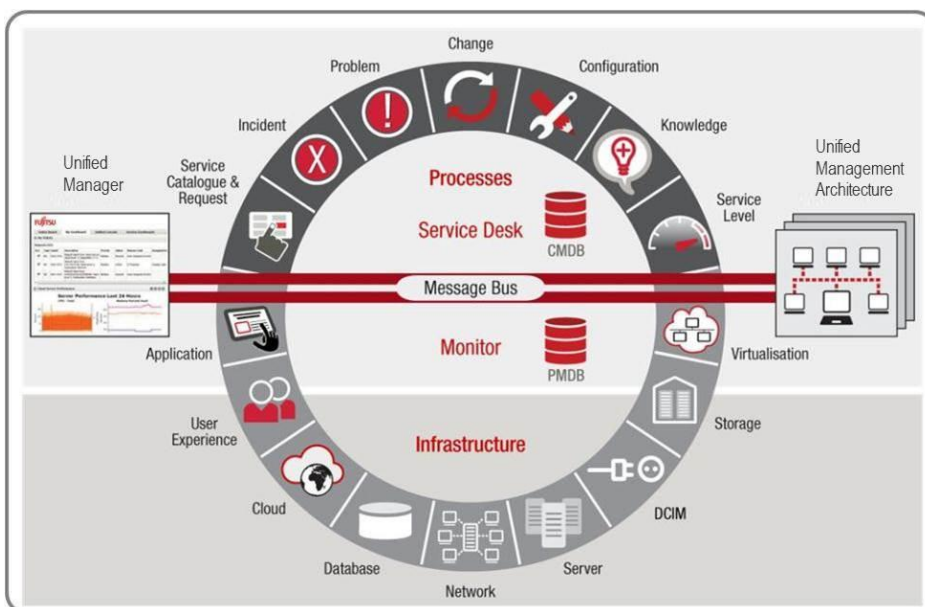
Introducing Fujitsu Cloud IT Management as a Service

Fujitsu Cloud IT Management as a Service is a suite of SaaS-based applications providing the infrastructure, application monitoring and service desk capabilities needed to underpin an efficient and cost-effective IT Management operation. You can deploy the complete solution suite or select individual solutions. FUJITSU Cloud IT Management as a Service enables you to rapidly deploy a flexible, high performing IT management solution – all without the cost or complexity of managing multiple applications and tools.

Scope of services

Fujitsu Cloud IT Management as a Service comprises two modules, powered by CA Technology's advanced service management technology:

FUJITSU Cloud Service Desk

Fujitsu Cloud Service Desk provides a comprehensive SaaS-based IT service management solution with built in ITIL-based best practices and action-based workflows for managing, coordinating and optimizing all aspects of service delivery. Importantly, FUJITSU Cloud Service Desk offers sophisticated IT service management capabilities that can be readily tailored to meet the specific needs of your business – without complex labor-intensive coding, and all its time and budget implications. Our offering includes the advice and guidance you need to optimize your IT management, the training that quickly gives your team the expertise it needs, and the timely support to rapidly get started and position your implementation for long-term success.

FUJITSU Cloud Monitoring Service

Fujitsu Cloud Monitoring Service offers a single, unified interface for tracking all the vital, dynamic resources your business relies on – whether in the cloud, on-premises or a combination. It gives you the comprehensive monitoring insights needed to ensure your business services perform optimally at all times. FUJITSU Cloud Monitoring Service is a complete solution enabling you to choose the capabilities and coverage your business needs. The service is ready to deploy immediately, featuring preconfigured polling and thresholds.

Unified Manager – Message Bus

The Unified Manager helps managing the environment and simplifies the implementation. It provides unified dashboards and reporting.

- Unified visibility
  Unified Manager provides a unified view of technical and process performance
- Accelerated problem resolution
  Unified Manager provides actionable information
- Increased system and business process alignment
  Unified Manager provides coordinated responses to service requests or incidents to meet or even exceed SLAs
- Optimized IT service delivery
  Multi-tenant architecture allows managed services providers, cloud providers and corporate IT to efficiently scale and personalize services

Reaping the benefit

The suite marries the broadest set of monitoring data with ITIL v3 best-practice event to resolution workflows to provide exceptional service levels. Instead of suffering lengthy, complex deployments that can be faced with on-premise solution, FUJITSU Cloud IT Management as a Service can be deployed in weeks, rather than months. What's more, you can readily adapt the capabilities in response to changing business needs. Fujitsu Cloud IT Management as a Service can help:

- Boost service levels
  Your organization can realize the efficiency gains and operational insights it needs to deliver more effective, responsive and reliable services to customers and end-users – across both cloud and non-cloud IT services. You can more consistently meet your service level agreements and objectives – and deliver the high value services that strengthen customer satisfaction and loyalty.

- Reduce costs
  Fujitsu Cloud IT Management as a Service eliminates the system and administrative costs of running, supporting and managing an on-premise solution. As a result, it can mean up to 60% less cost to deploy and 40% less to operate.

- Improve efficiency
  Our suite of SaaS-based applications gives you the tools to better measure, track and improve business performance. Using the automation, knowledge base and workflows build into the system you can enhance the productivity and effectiveness of your staff.

Why Fujitsu

Fujitsu Cloud IT Management as a Service provides a compelling alternative to costly and complex on-premise solutions. Powered by CA Technologies, you can leverage the industry's only unified IT Management as a Service solution – giving you all the capabilities you need to ensure a high performance environment –without the cost or complexity of on-premise deployment.

FUJITSU Cloud IT Management as a Service applications are delivered from the Fujitsu Cloud IaaS Trusted Public S5 – a trusted cloud service that gives you flexible, reliable, on-demand access to advanced IT management capabilities. It enables you to adopt a standardized approach to service desk provision and monitoring – to support your operations across the world.

A trusted leader in IT management services

With a 30 year track record in managed services delivery, Fujitsu has extensive experience of both deploying and delivering monitoring and service desk solutions – and services. We have over 2.700 service desk clients worldwide, with services delivered from 165 data centers – a mix of traditional and cloud services. It means we understand how to optimize IT management to ensure your organization reaps maximum value.

Our proud tradition of providing high quality enterprise-grade IT Management services has now been extended to efficient cloud-based services that are suitable for SMEs through to the largest enterprises and government customers.

More information

Fujitsu products, solutions & services

Products

www.fujitsu.com/global/products/
In addition to the Fujitsu Cloud IT Management as a Service, Fujitsu offers a full portfolio of other computing products.

Computing products

- Storage systems: ETERNUS
- Server: PRIMERGY, PRIMEQUEST, Fujitsu SPARC M10, BS2000/OSD Mainframe
- Client Computing Devices: LIFEBOOK, STYLISTIC, ESPRIMO, FUTRO, CELSIUS
- Peripherals: Fujitsu Displays, Accessories
- Software
- Network

Product Support Services with different service levels agreements are recommended to safeguard each product and ensure smooth IT operation.

Solutions

http://www.fujitsu.com/global/solutions
The Fujitsu solutions combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships. Fujitsu's Solutions include parts of one or more activity groups (e.g., planning, implementation, support, management, and training services) and are designed to solve a specific business need.
Infrastructure Solutions are customer offerings created by bringing Fujitsu's best products, services and technologies together with those from partners to deliver benefit to our customers' businesses.
Industry Solutions are tailored to meet the needs of specific verticals.
Business and Technology Solutions provide a variety of technologies developed to tackle specific business issues such as security and sustainability, across many verticals.

Services

www.fujitsu.com/global/services/
Several customizable Fujitsu Service offerings ensure that IT makes a real difference and delivers true business value. We do this by leveraging our extensive experience in managing large, complex, transformational IT programs to help clients in planning, delivering and operating IT services in a challenging and changing business environment.

Application Services support the development, integration, testing, deployment and on-going management of both custom developed and packaged applications. The services focus on delivering business and productivity improvements for organizations.
Business Services respond to the challenge of planning, delivering and operating IT in a complex and changing IT environment.
Managed Infrastructure Services enable customers to deliver the optimal IT environment to meet their needs – achieving high levels of IT service quality and performance for data center and end user environments.

Fujitsu green policy innovation

www.fujitsu.com/global/about/environment/
Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at:

More information

Learn more about Fujitsu, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website.
www.fujitsu.com/global/services/application-services/saas/it-management

---

Contact
FUJITSU Limited
E-mail: AskGlobalOfferings@ph.fujitsu.com
2015-05-27 ww en