



Fujitsu Services

EMC Strategic Account Manager helps leading services provider Fujitsu deliver seamless service and support



Fujitsu Services is a leading IT services provider in Europe, Middle East, and Africa. The firm designs, builds, and operates information systems and services for financial, telecom, retail, utilities, and government customers. Post Office Ltd., a subsidiary of Royal Mail Group of the UK, is a long-time Fujitsu Services client and the UK's leading retail and financial institution. In addition to mail, the Post Office offers many other services, including financial and banking, to 28 million people a week at 35,000 counters in 14,000 outlets.

Fujitsu Services provides the data center hosting, service desk, and branch network service that enables Post Office operations. "Post Office is one of the biggest cash handlers in the UK," says Pete Thompson, the manager of Fujitsu Services, who is responsible for delivering services to the Post Office. "The network is the largest ADSL (Asymmetric Digital Subscriber Line) commercial network in Europe with 750 transactions per second going through the system."

EMC technology and services help Thompson and his team maintain the high level of service and data protection that the Post Office demands. Their infrastructure includes EMC® Symmetrix® storage, EMC CLARiiON® backup and recovery technology, and EMC Centera® archiving, auditing, and security solutions. EMC ControlCenter® software also plays a key role, says Thompson. "EMC ControlCenter, alongside other system management products, provides the support teams with a proactive management capability to manage the live estate. It helps us identify potential service impacts and provides trend analysis and monitoring capabilities to maintain a high level of service to our customer."

For the past two and a half years, Fujitsu Services has also relied on the services of an EMC Strategic Account Manager (SAM) to ensure that their EMC information infrastructure is operating optimally and that their team has the information it needs, when they need it, to make the right decisions.

Central point of contact

The EMC SAM provides a central, personalized point of contact for all EMC service activities. By providing proactive support such as producing monthly statistical reports on EMC services, making sure that all code levels are current, and that any field change orders are implemented, the SAM ensures the infrastructure is up to date in order to achieve maximum availability.

"We have a regular review meeting where we discuss all service activities: the current performance of the EMC service, from the EMC service desk through to the engineering side," says Thompson. "Between us we build a roadmap of where we are now, identify what the issues are, and we manage those issues."

The SAM also acts as the gateway into a full range of EMC resources and expertise. "When we need to engage with other areas of the EMC organization, the SAM facilitates bringing in these resources to discuss particular issues, which may be around design, support, maintenance, or contract renewals," says Thompson.

A proactive relationship

Overall, the relationship is more proactive than reactive, says Thompson. “One of the challenges we will have as the Post Office grows is looking at the next generation of technology. We’re working very closely with EMC on the design, operations, and service management level required to deliver that next generation of service.”

“The EMC SAM puts himself in the customer’s shoes. He has a good working knowledge of Fujitsu Services and of how Post Office works. He has allowed me to focus on other areas. It’s more than a partnership. I see him as an extension of my team.”

Pete Thompson, Manager of Fujitsu Services

Currently, the EMC SAM is playing a pivotal role in helping to make sure the team’s migration to a new Symmetrix DMX-3 platform goes smoothly. The SAM also informs Fujitsu Services of new EMC services, support tools, or technologies that might be useful. “For example,” says Thompson, “we hold a lot of very sensitive financial information on Post Office customers, so that when a disk fails or is replaced, we need to be sure that the information on it is completely erased. Our EMC SAM made us aware of a new service that EMC offers in which EMC engineers come on site and perform that task, freeing up our resources to get on with the day-to-day job.” By developing a deep understanding of the customer’s business priorities and environment, the SAM is able to make strategic recommendations to the customer, such as leveraging EMC’s Certified Data Erasure Service.

“For two years now we’ve had no major incidents and Post Office customer satisfaction is the highest it’s been,” says Thompson. “The EMC SAM puts himself in the customer’s shoes. He has a good working knowledge of Fujitsu Services and of how Post Office works. He has allowed me to focus on other areas. It’s more than a partnership. I see him as an extension of my team.”



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