

## **Remote System Management for VME**

### **The Challenge**

Maintaining your VME system in peak condition and getting maximum business benefit from a consistently available, professional architecture can present a significant challenge for your organisation.

By partnering with a professional, experienced Remote System Management service provider you can access the full spectrum and range of technical and operational support services from simple entry level solutions to complex, multi-node, multi-site architecture. It means round-the-clock access to skilled staff who can complement and, where necessary, replace your technical support team and will guarantee up time for your business critical system. Fujitsu has the expertise and the tools to enhance the performance and operational effectiveness of your system and deliver an improved return on your investment. And because Fujitsu is expert in this field, you benefit from reduced risk and can focus your team on your core business.

### **The Difference for your Business**

Fujitsu's Remote System Management offers a flexible range of services to provide you with the ultimate in tailored solutions. The portfolio includes on-line, proactive technical support, system exploitation, system management and database management. Fujitsu also provides system housekeeping, product upgrades, system health checks and holiday cover for your technical support staff. Our team of expert consultants will work with you to deliver the optimum solution and the service will be delivered by a dedicated team including customer focused support specialists.

By utilising our range of professional services we can deliver a reliable, proactively maintained and high-performing service. Fujitsu operates a rapid round-the-clock problem logging and escalation system utilising sophisticated monitoring and alerting tools. The benefits of which reduce the need for problems to impact on helpdesks and call centres, enabling system management analysis, rapid responses to incidents and optimise service availability.

Our service and problem management expertise focuses on your business and user needs and delivers tailored management information. Our well-defined and efficient operational processes can enable supportable and rapid change and incident handling.

### **Why Fujitsu?**

Fujitsu has a 30 year pedigree and extensive experience of managing VME systems and services. We are renowned for delivering quality services within budget and against specific client objectives and lead the market place with a superlative VME support resource available from inception to completion. We have been remotely managing VME solutions since 1995 and now supports more than 20 customer corporate systems for some of the UK's leading companies and government bodies.

Fujitsu's Remote System Management service is delivered by a world leading service provider with unparalleled expertise and resource, unique in that it owns the VME Intellectual Property Rights.

## **A Proven Track Record**

Fujitsu has a proven track record in the field of VME Remote Support capability. We currently provide services for a wide range of UK organisations including Vodafone, Britannia Building Society, Blackpool Council and Bracknell Council. We also work with overseas companies including New Ireland Assurance, Dublin Corporation and the National Water Company of Jamaica.

## **Fujitsu Services**

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