



# Fujitsu Services Advanced Digital Workplace Services

Vendor Assessment  
Report Abstract

January 2019

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12 pages

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## Who Is This Vendor Assessment For?

NelsonHall's Advanced Digital Workplace Services Vendor Assessment for Fujitsu Services is a comprehensive assessment of Fujitsu Services' digital workplace services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for digital workplace services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in digital workplace services.

## Key Findings & Highlights

Digital workplace services are part of Fujitsu's Digital Transformation Services (DTS) and comprises of Workplace Anywhere, Next Generation Service Desk (Social Command Center) and Intelligent Engineering Services. Across managed workplace services Fujitsu supports ~5.8m end-users globally and ~8.1m end-user devices.

Within digital workplace services Fujitsu is focusing its proposition across three discrete horizontal offerings:

- Workplace Anywhere: providing cloud managed workplace, managed workplace, virtual workplace, Office 365 and Windows as a service
- Social Command Center (SCC): Fujitsu's next-generation service desk, providing a persona-based, self-serve, omnichannel approach supported by AI and virtual assistants
- Intelligent Engineering: providing hardware and on-site support services including Connect IT Bar and utilizing analytics for predictive and preventative maintenance.

## Scope of the Report

The report provides a comprehensive and objective analysis of Fujitsu Services' digital workplace service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.



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## Report Length

12 pages

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