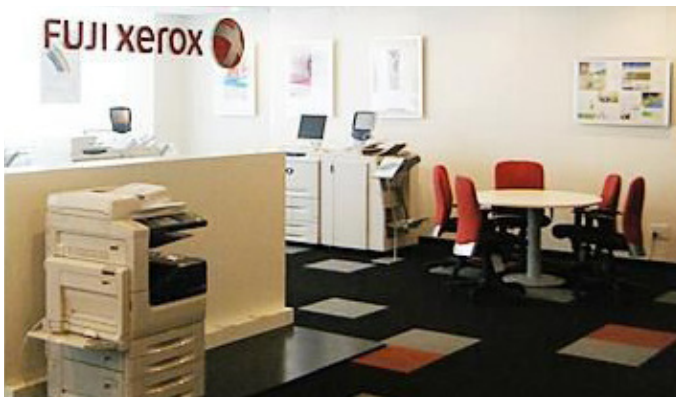\Orchestrating a brighter world

NEC

Desktop Managed Services

Fuji Xerox Success Story

Founded in 1962, Fuji Xerox Co. Ltd. is a leading company in offering smarter ways to work with its document-related solutions and services, as well as developing and manufacturing world-class office multifunction devices, printers and production printers for worldwide distribution.

Fuji Xerox is a consolidated subsidiary of FUJIFILM Holdings Corporation with direct sales force covering Japan and the Asia-Pacific region including China. Fuji Xerox Asia Pacific is the subsidiary of Fuji Xerox overseeing sales operations in the Asia-Pacific region.

Customer

Fuji Xerox Asia Pacific Pte. Ltd.

Challenges

- Support for desktop managed services across 10 countries
- Improve quality of IT services
- Lower operating cost

Solutions

- Centralised 24/7 multi-lingual IT service desk
- Innovative IT tools to reduce downtime from incidents
- End-to-end desktop related asset management

Results

- Better service
- Improved response time
- Additional incident ticketing avenue
- Improved users' experience with lesser reliance on IT Service Desk
- Cost savings

Business Challenges

Fuji Xerox Asia Pacific (FXAP) urgently needed to improve the quality of their IT services with lower operating costs. Hence, FXAP sought for an ICT vendor with regional managed services capabilities and presence to support desktop managed services across the 10 countries they are operating in, including desktop related procurement and asset management services.

Solutions

NEC Asia Pacific successfully won and commenced a Desktop Managed Service (DMS) contract to provide a centralised 24/7 multi-lingual IT service desk to support and troubleshoot FXAP's desktop workstations for over 12,000 users throughout the 10 Asia Pacific countries.

NEC's offerings involved innovative IT tools, such as AI-based chatbot for routine inquiries and a self-help user portal with automated support assignment system.

These technologies will help to reduce downtime arising from incidents and shorten the overall support recovery period. NEC also managed FXAP's end-to-end desktop related asset management lifecycle from procurement, installation to replacement of desktop devices.

Through close collaboration with FXAP, NEC solved the problem of increasing triggering desktop incidents and provided a stable operating environment to its users by implementing training and technologies and sharing of best ITIL[1] practices.

[1] ITIL stands for IT Infrastructure Library.
[2] This statistic is derived from our trial.

Additionally, to minimise business impact during the handover from the incumbent vendor, NEC adopted a structured transition process and phrased approach as we build a strong and open alliance with FXAP and the vendor. The project was well-executed with marginal interference.

Results

"The transition was well executed. At all times, the team was very focused on FXAP and its expectations. They tried their best to ensure that we transition over with minimal disruption. It is no mean feat when there are 12,000 users involved in the region and the team did it!"

Henrietta Yaw

General Manager, Information Management, FXAP

Users at FXAP can now enjoy better service and improve response time due to the harmonised process and tools in place. The end-user portal establishment also provides FXAP and its OPCOs (Operating Companies) users an additional incident ticketing avenue, the ability to access FAQs for common desktop related problems and an overview of FX users' desktop asset information. The chatbot and mobility solution improve users' experience with lesser reliance on IT Service Desk, achieving approximately 30% decrease in operational load [2].

Through NEC's innovative and automated IT solutions, FXAP is able to save tremendous operation costs annually.

Contact Us

NEC Asia Pacific Pte Ltd
80 Bendemeer Road, #05-01/02, Singapore 339949 | 6273 8333

About NEC Asia Pacific Pte. Ltd. (NEC APAC)
Singapore-based NEC Asia Pacific is the regional headquarters for NEC Corporation (HQ: Japan) in Asia Pacific. As a leading information and communications technology provider, NEC APAC provides innovative solutions for carrier networks, biometric identification, enterprise applications and infrastructure, unified communications, transportation solutions, multimedia displays and smart energy, as well as the provision of managed services and contact centre services.

Together with our research laboratories, NEC APAC provides cutting-edge public safety, cybersecurity technologies and enterprise solutions to enable safer cities, with a vision to create a brighter future.

For more information, please visit https://sg.nec.com