FACT SHEET
MANAGED SERVICES FOR DATABASES

MANAGING, INNOVATING AND TRANSFORMING SERVICES FOR YOUR DATABASES

THE PROBLEM

- Database support costs are getting increasingly expensive
- Increasing complexity of the database technology landscape
- Database support time increases disproportionately compared to data volume growth
- Difficulty in getting 24/7 and weekend support for databases
- Business risks reaching unacceptable levels as database environment knowledge leaves with a leaving DBA
- SOX compliance imposes limits to Access to a single individual DBA to Production and Test environments

CHALLENGES

Today, most organizations are struggling as database supports costs are taking up increasing portions from their IT Infrastructure budgets, limiting investments for new initiatives that are critical to meet business needs.

There is an increasing pressure to keep systems running 24x7x365, particularly databases which are used as backend for all business critical applications.

All the above factors are resulting in a need to seek outsourcing of database support services

HOW WE CAN HELP

Database services are an integrated part of the Fujitsu Lean Application Managed Services (AMS) approach, which focuses on removing waste and increasing efficiency. Fujitsu Managed Services for Databases help in managing, innovating and transforming services for improving your database availability and performance, while reducing support costs by 30% or more, improving services and user satisfaction levels and providing your IT organization an opportunity to meet business demands.

While reducing costs and introducing operational excellence, Fujitsu AMS shall take complete ownership of your database portfolio, allowing you to focus on new projects in applications and infrastructure. An embedded continuous improvement program will continue to drive down operating expenses over time so that you will be able to undertake additional strategic initiatives aligned with business.

Our Database services are delivered by certified professionals who have been trained and nurtured for their support roles and are experienced with Lean delivery processes.

BENEFITS

The Fujitsu approach focuses on managing, innovation and transforming services to improve the availability and performance of the database portfolio while at the same time finding the most cost effective delivery mechanism to provide continuous service. Fujitsu approach:

- Lowers total cost of ownership (TCO) in the delivery of database services using a Lean approach and standardization. We typically help clients reduce database support cost by over 30% and adjust the budget to invest more on business value projects
Understand client value
Prioritising service delivery to achieve business outcomes

Define the process Value Stream
View service as an end-to-end processes centred on achieving business outcome

Streamline, simplify, automate
Streamlining, simplifying or automating work that cannot be eliminated

Create continuous improvement & eliminate waste
Creating intelligence at the client interface to drive continuous improvement

WHAT WE OFFER
Fujitsu Database services are delivered primarily for Oracle® and Microsoft® technologies running on a spectrum of platforms:

Oracle: Version 7 to 11g
Operating Systems: All flavors of UNIX, Linux, Microsoft

Services cover Maintenance and Support in a flexible 24x7 Global Delivery Model, hosted and managed solutions for:

- Oracle E-Business Suite and PeopleSoft® Implementations and Upgrades
- Database Upgrades and Migrations
- System Architecture and Design, Performance Tuning
- Data Backup, Restore and Archiving
- Platform Migrations
- Security and PCI Compliance
- Database High Availability
- Demantra®, SOA, AIA, OBIEE
- Backup and Restore
- 24x7 Production Support and System Administration
- Application Patching and cloning

HOW IT WORKS
Continuous Improvement – Establishing Kaizen through LEAN.
At Fujitsu, we believe that the traditional approach of just handling problems quickly is important but is not enough to provide an excellent service to our Clients. The Fujitsu LEAN approach prevents problems, reduces their business impact and enables our Clients to achieve greater effectiveness and efficiency.

Within the Fujitsu Database services environment, which is underpinned by the ITIL framework, LEAN primarily relates to three distinct processes: Manage, Innovate, and Transform.

The Manage process is where we analyze the demand relating to issues and problems that have arisen over a certain time period and, where possible, identify patterns in terms of the root causes and then, once identified, remove these causes of failure. In addition this process gathers and feeds analysis data into the Innovate step where periodic formal reviews of the database environment take place and suggestions for improvements are made, feeding into the Transform process resulting in improved database availability and performance.

Our approach to provide Database Managed Services is based on Lean principles:
Fujitsu created an integrated DBA team to manage their databases. Firstly to support their Global instance which was in Production and Secondly for R12 and Siebel 8 Development support of their new implementations and deployments.

With extensive cross-pollination, the same DBA team can take up support and enhancement work.

The Fujitsu Proprietary DB Tools were implemented to automate monitoring and critical alerts.

Fujitsu is successfully supporting Zebra Production, Test and QA Databases by using the Offsite/Offshore model for over 3 years.

Significant Cost savings delivered using Onsite/Offshore, Cross-pollination between Support and Enhancement teams, and eliminating need for expensive licenses for DB Monitoring tools.

Zebra IT is able to deliver edge to their business using cross-platform Oracle technology managed by Fujitsu.

Fujitsu has successful history of working with a wide spectrum of clients and application portfolio sizes, building customization solution that meet your specific business needs. Staffed with experienced, well-trained professionals, who leverage Fujitsu best practices and methodologies and backed by investment in R&D to improve tools and processes, are capable of supporting global clients effectively.

Fujitsu America, Inc. is a leading ICT solutions provider for organizations in the U.S., Canada, and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings including consulting, systems integration, managed services and outsourcing for enterprise applications, data center and field services operations, based on server, software, storage and mobile technologies. Fujitsu provides industry-oriented solutions for manufacturing, retail, healthcare, government, education, financial services and communications sectors.

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