



Fujitsu Deployment and Field Services

Delivering Seamless
Technology Integration
with Confidence



Unlock Your Potential with Fujitsu

In today's fast-paced landscape, your organisation needs a trusted partner who understands your unique challenges and ambitions. Fujitsu, a global leader in IT services, empowers you to maximise your technology investments with Deployment & Field Services that are fast, flexible, and scalable. We ensure seamless technology rollouts, minimise downtime, and keep your operations running smoothly, so you can focus on driving business growth and innovation without interruption.

From Installation to Optimisation - We've Got You Covered



Technical Maintenance & Field Support

Fujitsu provides comprehensive technical maintenance and field support across Australia and New Zealand, ensuring high availability and performance of critical IT assets. Our experienced engineers deliver proactive and reactive services—covering everything from end-user devices to complex infrastructure—with 24/7 support, multi-vendor capability, and streamlined service management.



Deployment Services

Fujitsu delivers scalable, end-to-end deployment services designed to minimise disruption and accelerate time-to-value. From staging and logistics to onsite installation and project management, our proven methodologies and nationwide coverage ensure seamless rollouts across diverse environments—on time, on budget, and to specification.



Project Management

Fujitsu applies industry-recognised methodologies, to ensure precise planning, execution, and delivery of complex IT projects. Our experienced project managers oversee every phase—from initiation to closure—driving outcomes aligned to scope, budget, and timeline while minimising risk and disruption.



National Integration Centre (NIC)

Fujitsu's National Integration Centre is a purpose-built facility supporting large-scale deployment operations. It provides secure staging, imaging, asset tagging, logistics, and DOA management for ICT and specialised equipment—enabling streamlined rollout, configuration, and distribution across Australia and New Zealand.



Lifecycle Management

Fujitsu delivers end-to-end lifecycle management, ensuring every stage of your IT assets—from procurement and deployment to maintenance, retirement, and sustainable disposal—is expertly managed. Our integrated approach maximises asset value, reduces risk, and supports long-term operational efficiency.



End-User Support

Fujitsu provides responsive, scalable end-user support to ensure seamless workplace productivity. Our services include remote helpdesk, onsite assistance, device management, and issue resolution—delivered through a single point of contact with 24/7 coverage and multi-vendor expertise.

Why Fujitsu - What Sets Us Apart

With over 45 years of experience and a national footprint across Australia and New Zealand, Fujitsu is your trusted partner for end-to-end deployment and field services. We help you seamlessly roll out, support, and manage your technology—whether you're upgrading thousands of end-user devices, refreshing systems, or opening new locations at scale.

Backed by a skilled team of over 400 engineers and a network of accredited service providers, Fujitsu delivers reliable, flexible, and low-risk deployment solutions tailored to your business needs. Our dedicated Integration Centre ensures your equipment is securely staged, tested, and delivered with speed and precision while our National Service Desk and field force provide ongoing support wherever you are. We manage and maintain over one million ICT assets across more than 30,000 locations—ensuring business continuity and performance.

With AI-driven diagnostics, smart scheduling, and predictive service analytics embedded across our operations, we enhance visibility, reduce risk, and optimise outcomes at every stage. From planning to execution, Fujitsu simplifies complexity, accelerates time-to-value, and ensures your operations continue without disruption—so you can stay focused on what matters most: your core business.



Fujitsu Deployment Services

Fujitsu's Deployment Services are backed by a dedicated, nationwide team ready to support your business wherever it operates. Whether you're upgrading equipment, deploying new locations, or managing a distributed asset base, our experts will work closely with you to understand your requirements and develop a tailored plan that delivers a seamless, efficient outcome for your organisation.



Solutions at a Glance

- Asset Lifecycle Management Hardware / Software Rollouts & Relocations, Staging & Logistics.
- New Store Rollouts
- Infrastructure Cabling
- Data cleansing
- Telephony, Audio Visual, CCTV
- Data Centre re-locations
- Vehicle mounted data terminals
- End User Support
- Wi-Fi Surveys
- Green Disposal



The Fujitsu Advantage

- Global company with ability to provide services in 180+ countries nationally.
- 200+ Installation level resources in Australia
- 10 Metro, 18 Regional, 100+ Regional Points of Presence
- Multi-vendor deploy capability
- National 24x7 Service Desk



Project Management

- Execution of a fully managed deployment designed to reduce costs, save time, mitigate risk & disruption
- Prince 2 Project Management methodology
- Best practice deployment solution tailored to meet individual customer requirements
- Fixed Price, Capped Time and Materials (T&M) Standard pricing options available
- 60+ locally based project management professionals



Smart Logistics for Seamless Rollouts

- Our National Integration Centre (NIC) facility located in Sydney houses our customers' ICT and specialised equipment.
- We store, stage, pack, and ship anywhere nationally or internationally.
- Purpose Built One Stop Facility for: Host Staging, Imaging & Cloning, Asset Tagging & Tracking, Warehousing and Logistics, DOA Management, "Green" disposal
- Custom Designed End-User Hardware: Desktops, Laptops, Infrastructure, POS Devices, Peripherals



Fujitsu Field Services

Fujitsu delivers trusted onsite support across Australia and New Zealand - we are one of the largest multi-vendor field service teams in the region. From desktops and servers to retail checkouts and specialised devices, we support over one million ICT assets in 30,000+ locations, ensuring businesses stay up and running.

With more than 400 expert engineers and a network of accredited service partners, we're ready to respond wherever your teams or technology are located-ensuring fast, efficient service that minimises downtime and maximises performance.



Solutions at a Glance

- Multi-Vendor Services
- Enterprise, In-Store, Data Centre
- Warranty Support & Management
- Support Services Supply Aggregation
- Auto synchronisation
- CMDB Management
- Fujitsu Repair Centre
- Product Testing and Compliance
- Extensive Fujitsu Warehouse & Logistics Capability
- National 24x7 On-Site Support & Service Desk



The Fujitsu Advantage

- 400 staff and contractors
- 10 Metro, 18 Regional, 100+ Regional Points of Presence
- 111 vehicles
- 180,000 calls per annum
- 11,500 sqm of warehouse space
- 5,500 pallet capacity
- 195,000 spare parts of 11,000 SKUs
- 43,000 multi-vendor workshop repairs per annum

Expertise in Action





AI-Driven Field Services: The Fujitsu Advantage

Fujitsu is transforming traditional service delivery with AI-powered field operations that go far beyond reactive maintenance and the limitations of break-fix models. We combine intelligent automation, real-time analytics, and one of the country's largest certified tech networks to deliver a smarter, frictionless service experience.

Across industries, digital solutions are rapidly reshaping how organisations maintain and optimise infrastructure. Forward-thinking companies are embracing technologies that blend artificial intelligence (AI) and the Internet of Things (IoT) to detect, analyse, and resolve issues—often before they become visible to human operators.

By implementing predictive maintenance, organisations can significantly reduce downtime, control operational costs, and improve safety with an unprecedented level of precision.

This is the future of service: smarter, faster, and more efficient—powered by advanced analytics and predictive models. By adopting these technologies, businesses can shift from reactive repairs to proactive resilience, preventing issues before they escalate and building systems that are not only more robust, but also more sustainable and cost-effective.

The Outcome: From Reactive to Insight-Led Service

With Fujitsu, you gain more than uptime. You gain operational foresight, faster resolution, and intelligent orchestration across your service network. Our AI-driven model enables organisations to:

- Move from reactive to proactive service models
- Continuously improve with real-time insights
- Reduce friction, cost, and service complexity
- Enhance performance while supporting ESG goals

What Sets Us Apart

Our approach is built for continuous innovation, not just service resolution. By embedding AI and automation into our service delivery, we help our customers improve uptime, reduce costs, and unlock strategic insights.

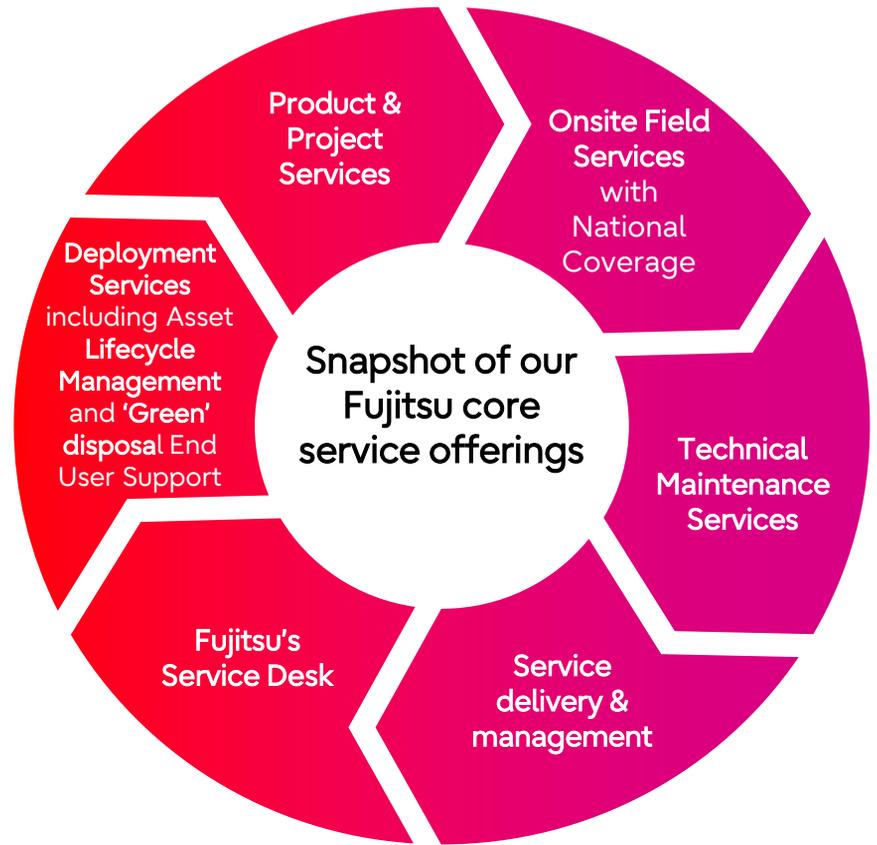
This is field service reimagined.

This is the Fujitsu Advantage.



Comprehensive Services Portfolio

Fujitsu's Comprehensive Services Portfolio supports the full technology lifecycle with trusted expertise and agile, risk-aware delivery. Our team combines proven methodologies, flexible resourcing, and AI-driven insights to enable efficient, disruption-free transformation. From implementation to optimisation, we offer end-to-end Asset Lifecycle Management, including secure deployment, proactive support, and sustainable decommissioning through our 'Green' End User Support.



Working with world class Partners

Fujitsu Australia and Aotearoa New Zealand works with over 150 industry-leading technology partners to deliver integrated, high-performing solutions. Our top-tier partnerships often align with our customers' existing vendor landscape, enabling seamless collaboration and accelerated outcomes. With strong relationships across the global tech ecosystem, we ensure our customers benefit from the latest innovations, trusted expertise, and the agility to meet evolving business and end-user needs.



Oceania Capability

Scale and Reach of Service Excellence

As a world-class end-to-end IT services provider through innovative thinking and a deep understanding of our customers' challenges, we deliver solutions that drive real impact-enabling smarter operations, greater agility, and sustainable growth. By bridging the gap between today's needs and tomorrow's potential, we empower businesses to thrive in an ever-evolving digital landscape.

Fujitsu provides critical support to over 1,000 customers, including Australia and New Zealand's largest retailers and Corporate Customers.

The Fujitsu service delivery offers the following to variety of customer across the region:

- End to end service delivery including transformation, deployment, lifecycle management, end user services and hardware maintenance.
- Multi-vendor and Fujitsu products and services.
- Multi-location delivery across more than 100 Fujitsu locations.
- Fujitsu supports providing dedicated staff to customers in over 140 customer locations, either as part of project services or via Staff Augmentation initiatives.
- 24/7 coverage 365 days per year supporting 200,000 users.
- Over 500 Fujitsu engineers focused on delivering services to our customers.
- Over 600,000 onsite calls each year across metro, regional and remote areas.
- 2 service desks in Oceania
- 1 Security Operations Centre built in a protected cloud environment
- National Data Centre Footprint.



Delivering Real Outcomes with Proven Expertise

Fujitsu is recognised for its proven capability in delivering IT projects of all sizes-from targeted upgrades to complex enterprise transformations. Our experienced project services team uses established methodologies and continuously evolves its tools and practices to stay at the forefront of delivery excellence.

At Fujitsu, we combine decades of experience with a future-focused mindset to deliver technology solutions that are reliable, scalable, and tailored to your unique needs. From large-scale deployments to targeted upgrades, our team is equipped to manage every detail-ensuring seamless execution, minimal disruption, and measurable value.

Our approach integrates advanced capabilities and observability tools for consistent device configuration and CMDB management for accurate asset visibility and control-supporting smarter, more efficient operations across your organisation. With a flexible delivery model and a commitment to excellence, we partner with you every step of the way.

Let's shape what's next-together.



