

Global Service Delivery for a Global Brand Retail Customer

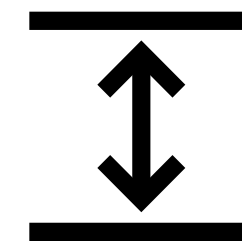


FUJITSU

Long and intensive transition of service with a wide number of local and global service delivery units and subcontractors.

Service Desk operating as SPOC with extending capabilities and standardized processes, constantly working on improvements and exceeding customer's expectations.

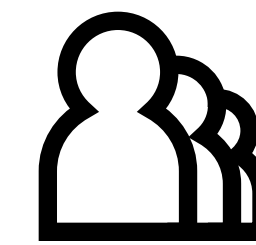
1) Successful transition of 15 countries supported by Service Desk. 2) Growth of the team in size (over 160 people) and variety of roles offered 3) New services accepted by the customer



NEW SITES TRANSITION

15 countries

Smooth transition of 15 countries



TOTAL HEADCOUNT

Over 160 people

Growing the team to over 160 in variety of roles

The Team

