

# Service Management – New Business Tower

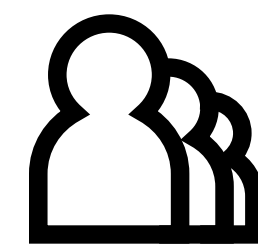
Growing Global Delivery Centers not only in size, but also by moving more high-level, managerial roles into them providing high-quality cost effective solutions out of GDCs



**FUJITSU**

Successful introduction (pilot) of Service Management business tower by Fujitsu Poland GDC moving account governance and customer relationship roles into Poland and therefore wider GDC organisation

*Growing the team by over 80 people, allowing organisation (and therefore end customer) acknowledge annual savings of ~12 million PLN (pro-rated in 2016) and projected ~20 million PLN in 2017*



#### GROWTH OF THE TEAM

Additional 80 people  
Growth by over 80 people in 4 months



#### FINANCIAL IMPROVEMENTS

~12 million PLN  
Additionally projected ~20 million PLN  
in 2017



# The Team

