

Fujitsu positioned as a «Leader» in Desktop and Help Desk Outsourcing

Latest Magic Quadrants for Europe recognise Fujitsu in key strategic markets

London, 9 September 2011 — Fujitsu today announced it has again been positioned by Gartner, Inc. in the «leaders» quadrant of two Magic Quadrant reports: Gartner Magic Quadrant: European Helpdesk Outsourcing⁽¹⁾ and Gartner Magic Quadrant: European Desktop Outsourcing⁽²⁾. The reports were published in August 2011 and are «evaluations based on completeness of vision and ability to execute».

Gartner defines «leaders» in both market segments as «[those who] are performing skilfully. They have a clear vision of the market's direction and are developing competencies to maintain their leadership position. They shape the market, rather than follow it.»

The reports come in yet another strong year for Fujitsu in these sectors. In April, Fujitsu was awarded a five year contract to manage, support and modernise a suite of energy supplier Centrica's corporate systems used by its Brand Units, including British Gas Residential Energy and British Gas Business. In July, the Police Service of Northern Ireland renewed its highly successful ICT Managed Services contract with Fujitsu for a further three years.

Desktop Outsourcing

Fujitsu maintained its strong foothold in many European countries and grew its desktop outsourcing business in 2010, despite challenging market conditions. This success reflects Fujitsu's investment in industrialising its desktop outsourcing portfolio and the approach to helping clients meet the diversity of business demands using a combination of physical and virtual desktops solutions. Fujitsu's clients praised its high level of commitment to getting the work done, its customer focus and fast reaction to problems.

Help Desk Outsourcing

Fujitsu has grown its revenues and increased the number of supported users in challenging conditions. This is reflected in the strong focus on proactive management and continuous improvement of the service through its Sense and Respond® methodology and the investments in the Service Desk portfolio with standardised solutions underpinned by TRIOLE for Services, its standard global service management tool. Clients praised Fujitsu for its high level of commitment to getting the work done, its customer focus and fast reaction to problems. Clients also appreciated its technical capabilities and availability of service resources.

Helen Lamb, director of Service Desks, Fujitsu UK & Ireland, commented «We believe Fujitsu's placement in the Leaders quadrant of Gartner's report confirms its place at the forefront of the outsourced helpdesk and desktop service market. We feel Gartner's assessment reflects Fujitsu's solid track record in delivering Desktop and Help Desk services across Europe, our vision and strategies for these two key offerings and our continued focus on customer experience.»

Within Europe Fujitsu is currently responsible for the management of more than more than 5 million desktop and mobile devices through its helpdesk and desktop outsourcing offerings. Fujitsu's help desk and desktop management services incorporate «Sense and Respond®» methodology. Sense and Respond is designed to improve the end-user experience whilst addressing key expectations, such as pro-activity, automation and call reduction.

Fujitsu currently manages global delivery centres for Service Desk delivery in a number of global locations, including Portugal, Poland, Costa Rica, Malaysia and the Philippines.

About Fujitsu

Fujitsu is a leading provider of information and communication technology (ICT)-based business solutions for the global marketplace. With approximately 170,000 employees supporting customers in over 100 countries, Fujitsu combines a worldwide corps of systems and services experts with highly reliable computing and communications products and advanced microelectronics to deliver added value to customers. Headquartered in Tokyo, Fujitsu Limited (TSE:6702) reported consolidated revenues of 4.5 trillion yen (US\$55 billion) for the fiscal year ended March 31, 2011. For more information, please see: www.fujitsu.com.

About Fujitsu Technology Solutions

Fujitsu Technology Solutions is the leading European IT infrastructure provider with a presence in all key markets in Europe, the Middle East and Africa, plus India, serving large-, medium- and small-sized companies as well as consumers. With its Dynamic Infrastructures approach, the company offers a full portfolio of IT products, solutions and services, ranging from clients to datacenter solutions, Managed Infrastructure and Infrastructure as a Service. Fujitsu Technology Solutions employs more than 13,000 people and is part of the global Fujitsu Group. For more information, please see: <http://ch.ts.fujitsu.com/aboutus>.

All other company or product names mentioned herein are trademarks or registered trademarks of their respective owners. Information provided in this press release is accurate at time of publication and is subject to change without advance notice.

About Gartner's Magic Quadrant

The Magic Quadrant is copyrighted 2011 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

1 Help Desk Outsourcing, Europe:

Gartner, Inc. «Magic Quadrant for Help Desk Outsourcing, Europe» by Gianluca Tramacere, Claudio Da Rold, Frank Ridder, 15 August 2011

2 Desktop Outsourcing, Europe:

Gartner, Inc. «Magic Quadrant for Desktop Outsourcing, Europe» by Frank Ridder, Gianluca Tramacere, Claudio Da Rold, 22 August 2011 (report yet to be published online)

For further information contact:

James De Vile
Harvard PR
Tel: + 44 (0) 207 861 2832
Email : teamfujitsu@harvard.co.uk

Silvia Finke
Knobel Corporate Communications
Tel: + 41 (0)41 768 99 43
Email: s.finke@knobel.ch

Ref: XX/10