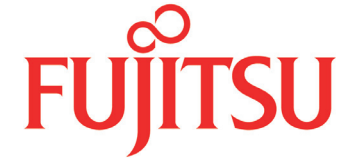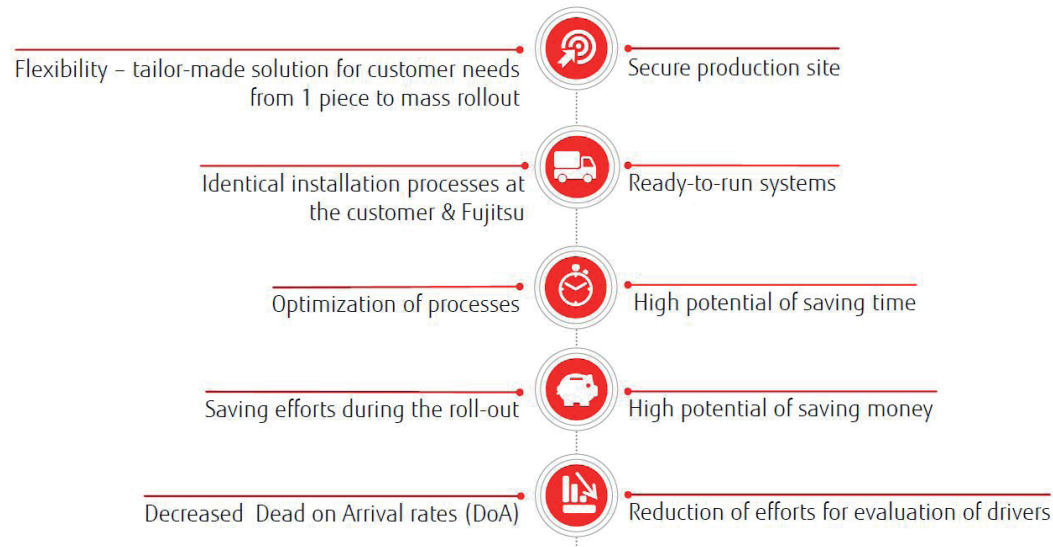# Make the difference
made4you Services

FUJITSU

Each and every company and business has unique demands to its IT infrastructure.

Fujitsu customizes STYLISTIC Tablets, LIFEBOOK Notebooks, FUTRO Thin Clients, ESPRIMO Desktops and CELSIUS Workstations in accordance with customer specific project needs. Customers are able to choose individualized devices which perfectly fit their specific IT environment.

Flexibility – tailor-made solution for customer needs from 1 piece to mass rollout	Secure production site
Identical installation processes at the customer & Fujitsu	Ready-to-run systems
Optimization of processes	High potential of saving time
Saving efforts during the roll-out	High potential of saving money
Decreased Dead on Arrival rates (DoA)	Reduction of efforts for evaluation of drivers

Benefits at a glance

- Customizing services & solutions ensure process optimization to save valuable resources
- Modern production processes ensure highest flexibility to satisfy your individual needs
- DeskView Load personalizes customers' image loading and cuts rollout costs up to 45%
- Count on a single point of contact – we take care

SERVICE TYPES

Hardware Services

- For customers, who need special configurations adapted to their specific IT environment.

Software Services

- The scope of software services ranges from cloning of standardized images (golden master) to personalized image loading (DeskView Load).

Add-on Services

- Form One box solution, customized packaging to individual laser marking
- An active lifecycle management, enhanced lifecycle or a change control management helps to ensure seamless IT operations
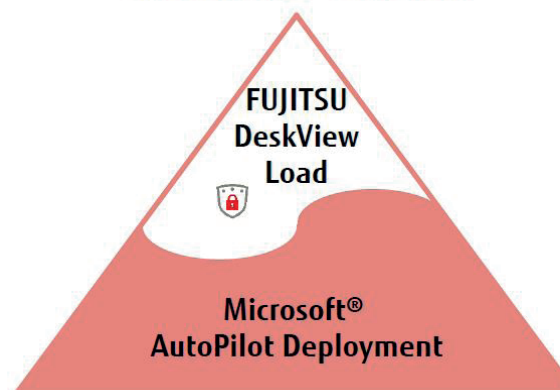
Customizing Offerings
Services and Advantages

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Services	Hardware	Software	Add-on
Examples	■ Installation of customer specific components ■ Qualification of customer specific components in the certified Fujitsu test center ■ Ensuring proper function of additional, non-standard components ■ Individual country kits with specific accessories by adding or removing e.g. manuals and/or DVDs ■ Protection against unauthorised PC access via master key solutions ■ Hardware component freeze during product lifecycle and after general availability ■ Extension slots for customer specific components like LAN cards, multimedia cards, etc. can be fixed	■ Individual BIOS and RAID settings ex factory ■ BIOS freeze ■ Every device can be ordered with a master image ■ DeskView Load enables individualized devices directly at the end-user's desk and helps to install, deploy and manage the assets during roll-outs ■ Optional integration of customer's IT infrastructure into the staging area ■ Flashing of inventory numbers into the BIOS ■ Zero touch deployment - AutoPilot Deployment (APD) and DeskView Load (DVL)	■ Announcement of BIOS changes ■ Labels with customer specific information are fixed onto to the system ex factory (optionally with Bar-/QR-Code) ■ UUID can be printed onto the system power rating plate, the delivery note and the package label of the box ■ Digital distribution of hardware information ■ Individual customer logo can be printed onto the devices ■ Individual laser markings on the keyboard, housing ■ XXL-packaging ■ On demand several devices and ordered accessories are put in one sole covering box
Advantages	■ Hardware services enable customer specific solutions ■ Ready-to-run solutions reduce deployment costs ■ Security solutions can be implemented ex-factory ■ Highest quality level ensured by modern production processes	■ Fujitsu staging center can be utilized as roll-out center for customer projects ■ BIOS freeze enables integration of the devices into large IT infrastructures ■ Ready to run devices ■ Reduced onsite installation times ■ Minimized integration efforts on the customer site	■ Product continuity across a predefined lifecycle agreed with the customer. Simple inventory management, maintenance, installation and integration ■ Supports professional rollouts ■ Individual laser markings for theftprotection or point of sales ■ Box-in-box packaging for easy handling

APD and DVL - Unrivalled

made4you

FUJITSU
**DeskView
Load**

Microsoft®
AutoPilot Deployment

On top services
- Open solution (Microsoft, Matrix, Baramundi,...)
- Customizations in Fujitsu Data Center
- Customers' Infrastructure
- Customer Data within private network only
- OS, SW, Label, Report, Bios Settings, etc.
- Ready to run at end users desk

Solid base for common needs
- MS proprietary solution
- Configurations and customizations in MS Cloud
- Microsoft Infrastructure, Internet
- Customer data in MS Cloud
- Software
- Deployment at end users desk