

Service Definition

Workplace Support

FUJITSU



G-Cloud 15

© Fujitsu 2026

Contents

Workplace Support Overview	3
Service Features.....	3
Service Benefits	4
Service Deliverables	5
Hardware Maintenance	5
Connect IT Bar	7
Intelligent Lockers and / or Vending Machines	7
Installations, Moves, Additions, Changes, and Decommissions.....	8
Service Locations	8
Additional Service Options.....	8
Commercial	9
Service Levels (SLAs & XLAs):	9
Service Levels	9
Support Hours	10
Service Pricing.....	10
Minimum and Maximum Terms	10
Customer Termination	10
Fujitsu Termination.....	10
Customer Responsibilities	10
Service Constraints.....	11
Service Exclusions.....	11
Glossary.....	12
About Fujitsu	13

Workplace Support Overview

Workplace Support is evolving to address the complex requirements of today's hybrid workforce. Fujitsu's service is now AI-native and agentic, providing autonomous, proactive, and personalised support designed to enhance both employee experience (EX) and business performance. As part of this transformation, our modular, evergreen platform ensures seamless integration with accessibility equipment, such as screen readers and adaptive hardware, making digital resources and physical spaces inclusive for all employees. The service also supports access to connected amenities, including bar lockers, enabling staff to securely manage personal items across office locations. Integration with Microsoft 365, ServiceNow, and leading AI technologies ensures that all users, regardless of their needs, benefit from a unified, compliant, and sustainable support environment. Furthermore, measurable value is maintained through Experience Level Agreements (XLAs) and advanced analytics, reinforcing our commitment to accessibility, security, and continuous improvement.

Today's workplace is dynamic, distributed, and digital. Employees expect seamless support wherever they work at home, in the office, or on the move. Fujitsu's Workplace Support delivers managed services for cloud and IT assets, supporting devices, users, and strategic projects to enable business continuity and transformation.

Key Differentiators:

- AI-native, agentic support enables autonomous, self-healing operations, underpinned by Microsoft's Zero Trust philosophy ensuring that every request is explicitly verified, least-privileged access is enforced, and continuous monitoring is in place to maintain robust security across all workflows.
- Omnichannel, persona-based support journeys are tailored to employee roles and needs, with Zero Trust principles embedded throughout. This guarantees that user identities are always authenticated, devices are validated, and access is granted only to those with legitimate, approved requirements.
- Real-time telemetry and sentiment analytics empower proactive experience management, while Zero Trust safeguards data integrity and privacy by constantly assessing risk signals and enforcing adaptive policies, regardless of where staff are working.
- Modular, evergreen architecture facilitates rapid deployment and continuous improvement, with Zero Trust ensuring that security controls are seamlessly updated and aligned with evolving threats, thus supporting a resilient digital workplace.
- Quantified business value is delivered across productivity, satisfaction, cost, and ESG impact, all within a Zero Trust framework that prioritises security and compliance at every layer, driving sustainable business performance.
- Full compliance with GDPR, EU AI Act, NIS2, and ESG commitments is maintained, with Zero Trust serving as a foundational approach to data protection, regulatory adherence, and responsible AI operations.

We offer the following:

Service Features

- Multi-skilled resources providing on-site and remote services for incidents, projects, and requests
- Service flexibility enabling ticket-based, scheduled, and ad-hoc demands
- Hardware maintenance for client devices and mission-critical infrastructure
- AI-native, agentic support and predictive analytics for proactive, autonomous, and self-healing services

- Omnichannel support, including AI-powered virtual assistants and chatbots for seamless, 24/7 support
- Connect IT Bar - dedicated on-site walk-up experience for key locations
- Intelligent lockers and vending machines for self-service asset fulfilment
- Logistics services for warehousing, transportation, and stock management
- Management of the on-site project lifecycle, including scheduling, communications, and reporting
- Management of repairs for equipment covered by manufacturer warranties
- Deep integration with Microsoft 365, ServiceNow, and leading AI platforms for unified support and workflow automation
- Device health validation (patching, encryption) during support interactions.
- Agentic AI framework: collaborative teams of AI agents (e.g., Knowledge, Hardware, M365, Ticket Management) working together for end-to-end support
- End-User Training & Digital Adoption Support including quick guides, onboarding sessions, and self-help resources.
- Human-in-the-loop governance for critical decision points

Service Benefits

- Maximised device availability, increasing productivity and reducing downtime
- Measurable improvements in employee experience (EX), satisfaction, and productivity through agentic, AI-driven support
- Security-cleared resources to government standards
- 40+ years' trusted experience delivering vendor-agnostic managed support services
- Globally consistent services with flexible support levels and delivery models
- Support to geographically dispersed locations, as well as critical datacentres
- Empowered users utilising self-service asset fulfilment
- Secure disposal of assets, in accordance with WEEE regulations
- Partner agreements, complementing workplace services (e.g., Microsoft, Citrix, ServiceNow)
- Built-in governance for ethical AI and regulatory adherence.
- Quantified business value and lower total cost of ownership through automation and efficient logistics.
- Compliance with latest regulations (GDPR, EU AI Act, NIS2) and ESG commitments
- Experience Level Agreements (XLAs) and sentiment-driven support metrics

Service Deliverables

The service is delivered via a modular, evergreen, and scalable architecture, enabling rapid deployment, continuous improvement, and seamless integration with existing systems. Human-in-the-loop governance ensures compliance, trust, and adaptability.

Core Service Scope:

- Incident and Service Request Management Support (AI-assisted triage, resolution, and escalation)
- Onsite and remote activities for repair, replacement, and proactive maintenance
- Spares management, including predictive stock optimisation
- Warranty management and integration with approved repairers
- Connect IT Bar and intelligent lockers/vending for asset fulfilment and user empowerment
- Installations, Moves, Additions, Changes, and Decommissions (IMACD) with automated scheduling and reporting
- Logistics and lifecycle management for all supported devices

Hardware Maintenance

This Service Element details the scope of the Hardware Maintenance Service, which shall comprise the following parts:

- Incident and Service Request Management Support
- Onsite Activities
- Spares Management
- Warranty

Incident and Service Request Management Support

- Perform Incident management to restore normal Service operation to the relevant Device after the occurrence of an Incident or where a Service Request is submitted Fujitsu will impact assess and respond to the Service Request.
- For an Incident, undertake remote investigation of the issue (including where necessary, contacting the User)
- In the event a remote Resolution is not possible, schedule the dispatch of a Fujitsu Resource to undertake an onsite Resolution.
- Where a Service Request is raised, impact assess the Service Request and on receipt of all required information, progress the Service Request in accordance with the Fujitsu responsibilities, as detailed in the applicable call off contract.
- Update the ticket according to the Resolution action undertaken and record the relevant Closure details.

Onsite Incident Activities

- Perform the onsite repair or replacement of the Faulty Device as necessary to Resolve the Incident.
- Upon Resolution, update, and Close the Incident, recording the progression information.
- If a Spare has been used to Resolve the Incident, remove the Faulty Device from the Site for onward transportation to the Approved Warranty Repairer.
- Where a hardware Fault has been Resolved and a Gold Build is required to be downloaded to a Device to return it to an Operational State, the Fujitsu Resource will initiate the Gold Build download.

Spares Management

- Store the Spares at Fujitsu designated location(s) and use the Spares in connection with the Hardware Maintenance service.
- Spares usage will be monitored by Fujitsu to determine if the Spares stock holding is compatible with the actual Spares demand.
- Notify the Customer where any additional Spares are required, by type and / or quantities, where the volume of Spares is insufficient to allow Fujitsu to provide the Hardware Maintenance Services.
- Manage the segregation and identification of stock in relation to Spares that are unused, and Spares that are defective.
- Liaise with the Customer Approved Warranty Repairer to:
 - Manage the onward transfer of Faulty Devices to the Approved Warranty Repairer
 - Arrange for the collection of the repaired Devices from the Approved Warranty Repairer and:
 - Where the Approved Warranty Repairer reports in writing to Fujitsu that the Faulty Devices are Beyond Economic Repair; Fujitsu will request instruction from the Customer for the Approved Warranty Provider to either:
 - Scrap the Faulty Device(s) and the Customer shall provide replacements to Fujitsu (free of charge); or
 - Return the Spares to the Customer designated location at the Customer's cost.
- Regular audits and reconciliation of spares inventory against CMDB or asset register for accuracy.

Warranty

- Where the Incident logged is within the manufacturer's warranty period, or covered by a warranty agreement:
 - Delivery of the Faulty Device to a single pre-agreed Approved Warranty Repairer location.
 - Collection of the repaired Device from the agreed location for return to the Fujitsu Spares stock holding.
 - Escalate any delay or lack of co-operation of the Approved Warranty Repairer to the Customer, where the Approved Warranty Repairer does not proactively liaise with Fujitsu to enable efficient spares and warranty management in accordance with the applicable call off contract.

Connect IT Bar

This Service Element covers the provision of on-site services by dedicated Fujitsu Resources during the times and at the locations agreed within the applicable call off contract.

- Provide onsite Fujitsu Resources at each of the Connect IT Bar Location(s) during the Opening Hours
- Operate the scheduled User Drop-In Sessions where Users may request the Fujitsu Resource scan the User Device using the Digital Experience Analytics Toolset.
 - Where it is reported by the toolset that the thresholds are breached, Fujitsu will recommend areas for potential improvement ("Remediation Activity"). Where the:
 - Remediation Activity is the same activity that Fujitsu would have undertaken had an Incident been logged, as detailed in Service Element "Hardware Maintenance", the Fujitsu Resource shall perform the Remediation Activity.
 - Remediation Activity is not in scope for Fujitsu, Fujitsu will provide the User with the Digital Experience Analytics Toolset data output and any advice for the User to engage the Customer internal support teams
- Provide advice and guidance to the User regarding their IT environment.
- Resolve an Incident and/or address a Service Request as assigned to the Fujitsu Resource, pursuant to Service Element "Hardware Maintenance".
- Ensure all interactions (incidents, requests, remediation) are logged in ITSM tool for audit and SLA tracking.
- Distribution and / or collection of Loan Equipment to the Users at the Connect IT Bar Location(s).
- Distribution of Peripheral(s) to Users at the Connect IT Bar Location(s).

Intelligent Lockers and / or Vending Machines

This Service Element covers the provision, installation, and configuration of Intelligent Locker(s) and / or Vending Machine(s) to provide Users with self-service options for asset fulfilment.

- Procure and install the Intelligent Locker(s) and/or Vending Machine(s) in accordance with the applicable call off contract.
- Procure and configure the integration between the Intelligent Locker(s) and/or Vending Machine(s) platform, and the ITSM Toolset.
- Carry out site survey and confirm power, network and environmental conditions are adequate.
- Complete any installation checks to confirm the installation has been successful and provide the Site Representative with verbal overview of the operation of the User Interface.
 - On successful installation of the Intelligent Locker or Vending Machine, the hardware shall be classified as an in-scope Device under Service Element "Hardware Maintenance".
- When the agreed minimum quantity thresholds have been breached, replenish the assets with Customer provided stock.

Provide usage reports, stock consumption trends, and SLA compliance metrics.

Installations, Moves, Additions, Changes, and Decommissions

This Service Element covers the provision of ongoing business as usual change to the existing Devices within the Site environment.

- On receipt of IMACD Request, record and process the request in accordance with Service Element “Hardware Maintenance”.
- Impact assess the IMACD Request and schedule its completion.
- Liaise with the Customer SPOC to agree the order of priority for the IMACD Requests to be performed.
- On completion of the IMACD, Fujitsu shall:
 - Update the Service Request details
 - Hand over any decommissioned / de-installed Device, hardware, peripherals and any associated packaging or waste to the Site Representative for disposal.
 - Update Asset Register/CMDB

Service Locations

- Core service is UK.
- Optional locations are available upon request.

Additional Service Options

- Transition and transformation project services
- User training
- Asset audits
- Local media management
- HDD secure data erasure
- VIP support
- Meeting room support (e.g., equipment connectivity checks, hardware troubleshooting etc.)
- Remote assistance using DIVA (Dynamic Interactive Video Assistance)
- Customer branding of Intelligent Lockers and/or Vending Machines hardware and UI
- Technical Integration Centre: offers pre-deployment hardware configuration, imaging, staging, and comprehensive testing services to ensure seamless rollout of IT solutions

Technology & Integration

- Deep integration with Microsoft 365, ServiceNow, and leading AI platforms for unified support and workflow automation, underpinned by a commitment to explainability and responsible AI. Our solution ensures that AI-driven decisions and recommendations are transparent, understandable, and aligned with ethical standards. We prioritise responsible AI practices throughout the system, providing clarity on how AI outputs are generated and ensuring accountability at every stage.
- Agentic AI framework: collaborative teams of AI agents (e.g., Knowledge, Hardware, M365, Ticket Management) working together for end-to-end support
- Modular, evergreen architecture for rapid deployment and continuous improvement
- Secure APIs and zero trust security model

Sustainability & Compliance

- ESG aligned operations, zero trust security, and compliance with ISO14001, GDPR, EU AI Act, and NIS2
- Secure disposal of assets, in accordance with WEEE regulations
- Transparent reporting on sustainability and compliance metrics

Commercial

Service Levels (SLAs & XLAs):

- Traditional SLAs for incident response and resolution, enhanced with XLAs measuring employee experience and sentiment
- Quantified business value and continuous improvement targets

Service Levels

Reference	Severity Level Description	Resolution Time
Hardware Maintenance		
SL-1	<u>Critical Incident</u> Severe business disruption: business unit or sub-unit unable to operate, critical system component failed or severely impaired.	4 Hours
SL-2	<u>Major Incident</u> Major business disruption: critical User or User group unable to operate, or business unit experiencing significant reduction in system performance.	Same Business Day
SL-3	<u>Medium Incident</u> Medium business disruption: single User unable to operate with no workaround available.	End of Next Business Day
SL-4	<u>Minor Incident</u> Minor disruption: single User or User group experiencing problems, but with workaround available.	3 Business Days
IMACD		
IMACD-1	<u>Priority IMACD</u>	3 Business Days
IMACD-2	<u>Standard IMACD</u>	5 Business Days
Intelligent Lockers and / or Vending Machines		
ILVM-1	<u>Critical Incident</u> Service severely impacted or completely unavailable in more than 1 Site.	8 Hours
ILVM-2	<u>Major Incident</u> Service limited with partial interruptions.	12 Hours (or escalate to Onsite)
ILVM-3	<u>Medium Incident</u> Intelligent Fulfilment Device is functioning, but with periodic errors.	24 Hours (or escalate to Onsite)
ILVM-5	<u>On-site Incident</u> Escalation from remote support teams requiring physical intervention on-site to resolve.	3 Business Days (from point of escalation)
ILVM-6	<u>Stock Replenishment</u> Minimum quantity threshold breach for one or more items.	5 Business Days

Table 1: Service Levels, Descriptions, and Resolution Times

- The Services and the Service Level performance measures will be against the support hours.
- The cut off time for logging Incidents for Same Business Day resolution is 12pm.
- The cut off time for logging Incidents for Next Business Day resolution is 3pm.

- Where Devices are End of Service Life, the Service will be provided on a time and materials basis and not subject to Service Level Measurement.
- Achievement Measure: 90% measured monthly across all qualifying Incidents.

Sample XLA Framework for Workplace Support

Domain	Metric	Target
Support Experience	User Sentiment Score (Post-Incident) First-Time Fix Rate Perceived Resolution Quality	≥ 85% positive ≥ 90% ≥ 4.5 / 5
Device Experience	Average Boot/Login Time Device Health Compliance Time Lost Due to IT Issues	≤ 45 seconds ≥ 95% ≤ 30 mins per user per month
Application Experience	App Responsiveness / Uptime User Feedback on App Performance Error Resolution Time	≥ 95% ≥ 80% positive ≤ 2 hours for high-impact apps
Employee Productivity	Onboarding Time-to-Productivity Impact of IT Issues on Productivity Digital Experience Score (Composite)	≤ 1 business day ≤ 5% of working hours ≥ 8 / 10
Proactive Management	Proactive Fix Rate Experience Monitoring Coverage Experience Improvement Actions Implemented	≥ 70% 100% of managed devices ≥ 90%

Support Hours

- Core support hours: Monday to Friday 09:00–17:00 (Excluding Public Holidays).
- Optional enhanced support hours are available on request.

Service Pricing

Please refer to the Pricing document.

Minimum and Maximum Terms

Wherever applicable, minimum and maximum terms are agreed in the applicable call off contract.

Customer Termination

Wherever applicable, termination is agreed in the applicable call off contract.

Fujitsu Termination

Wherever applicable, termination is agreed in the applicable call off contract.

Customer Responsibilities

Successful delivery of the services is subject to the following dependencies on the Customer:

- The Customer will provide Fujitsu personnel secure access to all relevant areas during agreed service windows.
- The Customer will make available the supported Device (including making the area safe and clear of personnel), to enable Fujitsu to perform its duties.
- The Customer will provide all support, training and equipment required by Fujitsu to ensure any specific Health and Safety regulations are adhered to when delivering the Services.
- The Customer will assign the relevant 'rights of use' for licencing, firmware, Device warranties and other relevant third-party contracts required to deliver the Services.
- The Customer will provide and maintain configuration details and work instructions as required by Fujitsu to perform the Services.
- The Customer will ensure user data is backed up before IMACD or hardware interventions.
- The Customer will ensure required network access, credentials, and connectivity for installations and remote support.
- The Customer will provide receipt and secure temporary storage in accordance with original equipment manufacturer environmental conditions for any Spares, Device Consumables or Loan Equipment sent directly to the Site as part of an Incident or otherwise for storage to support the provision of the Services.
- The Customer will provide prompt access to Spares, Device Consumables, or Loan Equipment that have been sent directly to or stored at the Site, to allow Fujitsu to perform its duties.
- Fujitsu is provided with all consent and approvals to allow Fujitsu to undertake the performance of the Services (including any installation activity).

Service Constraints

Constraints are agreed in the applicable call off contract. Examples of these would be, but not limited to:

- In-scope Devices
- Customer locations
- Service baseline volumes
- VIP Users

Service Exclusions

For the avoidance of doubt, the core service does not include:

- Provision of any hardware, including but not limited to Spares, Devices, Device Consumables or Loan Equipment.
- The transfer of employees to Fujitsu from the incumbent service provider due to local employment legislations.
- Management of, or novation of, any Customer third party contracts.
- Working at a height above 1.7 metres.
- Backup or retrieval of User data.
- Customer retains responsibility for configuration management database updates

Glossary

Term	Definition
Agentic AI	A model where autonomous AI agents collaborate to deliver proactive, self-healing, and outcome-driven support, with human-in-the-loop governance for critical decisions.
ESG	Environmental, Social, and Governance; a set of standards used to evaluate a company's operations and performance in three key areas: impact on the environment, relationship with employees, customers, and communities, and effectiveness of leadership, governance structures, and ethical practices.
Experience Level Agreements (XLAs)	Metrics that measure and guarantee the quality of employee experience, beyond traditional SLAs.
GDPR	The General Data Protection Regulation; a comprehensive privacy and data protection law enacted by the European Union, setting strict requirements for how organizations collect, store, use, and share personal data of individuals within the EU.
NIS2	Network and Information Security Directive (version 2); a European Union directive designed to significantly strengthen cybersecurity across all EU Member States (and the UK, which has committed to similar standards).
SLA	Service Level Agreements
WEEE	The Waste Electrical and Electronic Equipment Directive; a European Union regulation that sets requirements for the collection, recycling, and environmentally responsible disposal of electrical and electronic equipment at the end of its life cycle.

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

Contact: government.frameworks@fujitsu.com

FUJITSU-PUBLIC | Uncontrolled if printed.

© Fujitsu 2026 | All rights reserved. Fujitsu and Fujitsu logo are trademarks of Fujitsu Limited registered in many jurisdictions worldwide. Other product, service and company names mentioned herein may be trademarks of Fujitsu or other companies. This document is current as of the initial date of publication and subject to be changed by Fujitsu without notice. This material is provided for information purposes only and Fujitsu assumes no liability related to its use. Subject to contract. Fujitsu endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same. No part of this document may be reproduced, stored or transmitted in any form without prior written permission of Fujitsu Services Ltd. Fujitsu Services Ltd endeavours to ensure that the information in this document is correct and fairly stated, but does not accept liability for any errors or omissions.