

# Building on security services - powered by F-Secure



## Customer Quote

"One of the key strengths of this partnership is that new technologies are taken into consideration with joint conceptualization at an early stage of product development. F-Secure was the first security partner to offer a subscription based (ASP) pricing model. F-Secure's products and the Service Platform solutions can be tailored to the needs of various organizations, delivered as a service with great efficiency, and embedded in different service business models perfectly."  
Mika Hyppönen, Business Development manager of Fujitsu.

## Company Overview

Fujitsu Services Oy, is a part of the global Fujitsu group, the third largest IT service provider in the world. Fujitsu Services Oy is a provider of advanced IT services and product solutions in Finland. They secure their customers' business efficiency by delivering comprehensive IT systems and integrating global software applications.

## Key Products

In Finland, Fujitsu offers two outsourcing models, Patja and Sohva. These transfer the customers' IT infrastructure and business applications into Fujitsu's responsibility leaving customers to concentrate on their core business and competitive processes.

Patja is an IT infrastructure outsourcing model whereby Fujitsu takes full responsibility for a customer's ICT infrastructure processes including consultation services, information security policies, end-user support, training, monitoring and incident response, maintenance and upgrade.

The Patja concept is mainly offered in Finland and is the forerunner in the outsourcing of ICT infrastructure in Finland including the provision of instructions and guidance for users. The workstation and laptop security service environment includes e-mail system, anti virus, spam filtering as well as data traffic filtering. The Patja concept has also extended to mobile users with smartphones, where the primary emphasis is on virus prevention and data security.

In the Sohva model, the first security step is to plan out the customer's overall data security, then to present an architectural model and its technical realization. After this, the technical architecture is implemented and transferred to Fujitsu's central service, which effectively manages everything from installation to technical phone support.

F-Secure's role is to offer the full backup of its data security expertise in its security platform service offering.



SERVICE PARTNER



## Facts-at-a-glance

<b>Service Partner:</b>	Fujitsu Services Oy
<b>Project:</b>	Two outsourcing models, Patja and Sohva, transfer responsibility of customers' IT infrastructure and business applications to Fujitsu Services.
<b>Solution:</b>	F-Secure Service Platform for Enterprises.
<b>Service:</b>	F-Secure offers full backup of its data security expertise in its security platform service offering.



## The Requirement

F-Secure's products and the Service Platform solutions have been fitted to the needs of various organizations, delivered as a service with great efficiency and fit the service business model perfectly. One of the key synergies between F-Secure and Fujitsu is the fact that as early as possible, new technologies are taken into consideration with joint conceptualization adopted at an early stage of product development. This represents a common service development platform. Based on this mutual understanding, the service offering concept which has been created has been able to deepen and develop over time. Accordingly, F-Secure was the first cooperation partner with Fujitsu that has been able to offer a subscription based (ASP) pricing model, which was key to their offering.

## The Results

F-Secure and Fujitsu's collaboration creates a level of assurance of service that provides a customer with peace of mind – they are effectively freed from the need to think about the product's realization and technical solutions. Accordingly, Fujitsu is able at any particular point of time to offer the best security solution fit for the end user's needs. In addition, responding to new threats and challenges, and rolling out additional protective technologies such as centrally-managed spyware is optimized in the F-Secure® Service Platform™ for Enterprises making it as easy as can be.

## Key Messages

Fujitsu Services Oy, is a part of the global Fujitsu group, the third largest IT service provider in the world. Fujitsu Services Oy is a provider of advanced IT services and product solutions. In Finland Fujitsu Services delivers comprehensive IT systems and integrates global software applications. Their business spans a wide spectrum of industries including the food industry, manufacturing, finance, government and retail. Fujitsu is renowned for its customer-focused IT infrastructure services, mobile services, information security and SAP solutions.

F-Secure is renowned for its fast response to threats and its easily-deployable technology. The collaboration with F-Secure provides Fujitsu with the flexibility to successfully offer its customers reliable and cost efficient data security solutions all the way from planning to maintenance and upgrade.

"F-Secure was the first security partner to offer a subscription based (ASP) pricing model. F-Secure's products and the Service Platform solutions can be tailored to the needs of various organisations, delivered as a service with great efficiency, and embedded in different service business models perfectly. F-Secure has taken Fujitsu as the focal point for their solutions and partnership development, which has resulted in an excellent portfolio of services for potential customers. The emphasis is on continuous service, not short-term solutions based upon a long-standing partnership.

F-Secure Corporation protects individuals and businesses against computer viruses and other threats coming through the Internet or mobile networks. Our award-winning solutions include antivirus, desktop firewall with intrusion prevention and network encryption. Our key strength is the speed of response to new threats. For businesses our solutions feature centralized management. Founded in 1988, F-Secure has been listed on the Helsinki Exchanges since 1999. We have our headquarters in Helsinki, Finland, and offices in USA, France, Germany, Italy, Sweden, the United Kingdom and Japan. F-Secure is supported by a global ecosystem of value added resellers and distributors in over 50 countries. F-Secure protection is also available through major Internet Service Providers, such as Deutsche Telekom, France Telecom and Charter Communications.

"F-Secure" and the triangle symbol are registered trademarks of F-Secure Corporation and F-Secure product names and symbols/logos are either trademarks or registered trademarks of F-Secure Corporation. Other product and company names mentioned herein may be trademarks of their respective owners. Copyright © 2004 F-Secure Corporation. All rights reserved. 051006