

Fujitsu Acquires Symfoni ESM

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Fujitsu says it doubled the clout of its ServiceNow consultancy wing in Europe with the acquisition of Symfoni ESM, the Norwegian service management firm. Financial details of the deal are not available.



“ServiceNow is rapidly becoming the de-facto platform for service management,” Fujitsu Digital says. “As our enterprise customers increasingly embrace ServiceNow, they expect Fujitsu to not only provide the services, but also the consultancy know-how to ensure that these Digital Transformation projects are implemented successfully and with a focus on IT and business change. This acquisition effectively doubles our ServiceNow consultancy and delivery capabilities in Europe, making Fujitsu a market leader in this growth area of Cloud consulting and delivery.”

Post-acquisition the 80 employees in Symfoni's Norway, Finland, Belgium and Netherlands subsidiaries will join the ServiceNow SaaS team based in the UK and Belgium, further bolstering its service desk, IT service management and customer service management offering.

Service Now covers a range of managed services, including Cloud Integration (via the RunMyProcess process automation platform), ITSM business change consulting and Smart Analytics.

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