

Reimagine  
how work  
gets done

Culture Change

FUJITSU

shaping tomorrow with you



# Culture Change

## Reimagining how we work and live

Putting your people at the centre of your new ways of working delivers a more resilient, adaptive and sustainable workforce who can respond to change quickly and at ease. This is the Fujitsu Culture Change, and it can be yours. Using insight from analytics, providing in-the-flow learning and through advisory services, Culture Change helps you to increase agility while caring for the well-being and safety of your people.

### An adaptive workforce for a fast changing world

Our world is changing fast; to survive and prosper, your organisation has to pursue an agile workforce that can pivot quickly to change. At the same time, our environment and society are facing unprecedented challenges; we all have to reimagine how we live and work.

#### We call this FUJITSU Work Life Shift

Without culture change, nothing changes. According to McKinsey & Company, 70% of change programmes fail to achieve their goals. When people are genuinely invested in change, it is significantly more likely to stick.

Our Culture Change solutions build resilience into the fabric of your organisation with new ways of working and empowering your people. Digital adoption, guided by continuous learning methods, creates new agile ways of working for faster speed-to-market and increased focus on what customers want.

We also put the highest priority on the well-being of your people.

We provide for their safety and well-being, with anxiety monitoring, social distancing and contact tracing solutions to ensure your people can perform at their very best for your customers.

Our experts will work with you to co-create your Culture Change journey. Providing best practice guidance that we have developed over 30 years in working in complex workplace environments, we will work with you to discover new ways of working that help you make the Work Life Shift.

Because we work with a wide range of technology partners, we can guide you as the best approach to achieve your business outcomes.

And we offer a full range of services, from advisory, design and build through to fully managed services with flexible commercials to suit your individual needs.

**Our Culture Change solutions build resilience into the fabric of your organisation with new ways of working and empowering your people.**

### Fujitsu Culture Change

1  Empathetic

Human Experience Design puts the needs of your people at the centre.

2  Experience Focused

Expert Advisors use data analytics to design the best experience.

3  Protected

Secure digital solutions keep your people safe and protected.

4  Value Driven

Our expert advisors ensure you get the most from your technological investments.



Because we work with a wide range of technology partners, we can guide you as to the best approach to achieve your business outcomes.

## A value-based approach explained

Digital adoption, guided by behavioural change methods, can create agile new ways of working improving experiences for customers and employees alike. The overall Fujitsu end-to-end delivery approach gives you a choice of one, some, or all of three distinct phases:

- 1 Journey Builder
- 2 Agile Transformation
- 3 Managed Service

### 1. Journey Builder

Consultancy engagement defines your baseline position, outcomes and values to be delivered through transforming.

- Human Experience Design workshops provide an empathetic approach to determine your unique vision and goals that align to your culture and values.
- Mapping of how this value will be delivered through the Fujitsu Results Chain methodology to determine your unique journey to success.
- Creation of a prioritised backlog of activities needed to achieve your vision and goals.



### 2. Agile Transformation

Human Centric transformation focusing on people, their experience, well-being and safety. Always in a secure and compliant way.

- Agile delivery throughout.
- Targets the attitudes, beliefs, emotions and relationships to drive optimal behaviours, and ultimately successful transformation results.
- Easy strategies to measure your transformation success efficiently.
- Established configuration templates and guidelines.

### 3. Managed Service

Delivering continuous value through an evolving always up-to-date service that ensures you get the most for your investments.

- Flexible, full end to end managed service, or plug and play into your existing support model.
- Delivered from our network of Global Delivery Centres, available 24x7, scales up, down and out with your changing business needs.
- Evergreen, keeps up to date with the latest technologies, ensuring you extract the most value from your cloud and as a service platforms.



## | Your organisation's benefits

An adaptive and resilient culture is our vision for every organisation. Upon delivery of industry-leading cloud platforms and Fujitsu expert advisory services, you can expect:

### **Enhanced well-being**

Using insight from analytics and supportive technologies so your people can bring their best selves.

### **A more resilient workforce**

Able to take advantage from change through greater access to insight and in-the-flow learning and development.

### **Accelerated pace to market**

Adopting agile ways of working using multi-disciplined composable teams.



Providing best practice guidance that we have developed over 30 years working in complex workplace environments.

## Culture Change service options

Culture Change offers three service options, which can be tailored to your individual needs and maturity:

### 1. Safe Working

Ensures the safety of your workforce by providing solutions that support lone workers and help enforce social distancing measures for the safe return to work:

- Our Body Warn Camera solution provides real time live feeds and remote assistance to protect lone or vulnerable workers.
- Our thermal imaging, image recognition and track and trace solutions enable you to monitor those entering your facilities for pandemic symptoms, who is not wearing appropriate PPE and who they are so corrective measures can be taken. While also ensuring you know who has been in contact with what and whom so that spaces can be appropriately cleaned and people traced if necessary.

### 2. Workforce Well-being

Enables your people to bring their best selves using our digital solutions to monitor and help improve their well-being:

- Our Buddy Connect solution provides support for those that need assistance in the workplace, enabling them to report how they are feeling and to receive support when they need it.
- Our MyState application monitors anxiety in the workforce, enabling you to proactively support your people and help guide them on how they can support themselves.

### 3. Employee Experience

Increase the resilience and adaptability of your workforce by giving them the knowledge, learning and experience they need to get work done:

- Our outcome focused advisory driven services uses our human experience design approach to provide best practice guidance on how to measure and improve employee experience using data analytics, knowledge management and in-the-flow learning such as those provided by Microsoft Viva, advising on the right approach that is empathetic to the individual needs for your people and organisation.

We put the highest priority on the well-being of your people.



**Note:** Some solutions are only available in certain regions. Please check with your local representatives for availability.

## Why Fujitsu and where next?

Ready to pick a partner? Fujitsu look after over 8 million end user devices worldwide and has been recognised as a Leader in Gartner 2021 Magic Quadrant for Managed Workplace Services, Europe, for the fifth year running. Moreover, Fujitsu was acknowledged in Australia by an ISG report on the Microsoft Partner Ecosystem, being leader in two quadrants - Managed Services for Azure and Office365, Digital Workplace.

To sum up, we are:

- **Focused on experience:** Our user experience experts use sentiment analysis to ensure that your workforce receives the best experience, so they can thrive.
- **Secure:** With clients including military, security, central government, and major financial services firms, we are trusted with the sensitive operations of highly stringent organisations.
- **A leader in vision and execution, as recognised by Gartner:** We have market leading expertise, developed by supporting approximately 37 million users worldwide.
- **Scalable:** Our global presence and highly talented teams enable us to quickly adapt to support your changing needs, anywhere.
- **Flexible:** We offer flexible commercial terms that are tailored to the needs of our customers and their business objectives.

## Customer story

“ *By having a user centric service, we improved the overall employee experience of working at home, as well as enabling improved user productivity. The deployment of Fujitsu’s service delivers valuable insights and analytics in terms of end users experience. It is enabling us to shift our service model from reactive to proactive thus creating an improved user experience.* ”

**Andy Nason**  
Bord Gáis

“ *Fujitsu has given us the right tools to do our jobs and has created a positive change in our culture. It has enabled us to become properly collaborative and we are really excited to see where it leads us.* ”

**Paula Keene**  
CTO, Loyalty NZ

## Where next?

Technology is a driving force in changing the way you work and the results we can achieve, together.

Cloud platforms are enterprise ready and, with our value based approach, there couldn't be a better time for your organisation to capitalise on the benefits of adopting modern ways of working. Freeing your people to get work done, securely, anywhere.

For more information, please visit our website or sign up for a session in our Virtual Digital Transformation Centre, where we can work with you to co create your Smart Working journey and demonstrate the value it can deliver.

“ *Create an environment for your people to thrive* ”

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