

A woman with short dark hair, wearing a white blazer over a white shirt, is looking down at a white tablet she is holding. The background is a blurred office setting with large windows. Overlaid on the image are semi-transparent, futuristic architectural structures and data visualizations, including a grid pattern and glowing lines, suggesting a high-tech or digital environment.

FUJITSU  
Work Life  
Shift

Trusted automation for a changing world

shaping tomorrow with you

**FUJITSU**



## Trusted automation for a changing world

The global pandemic has created an important inflection point. In the face of unexpected disruption, all organisations have had to rethink how work gets done. With resilience and agility rapidly becoming key priorities, sustainable success now requires deeper, more trusted relationships with employees, partners and customers.

As a result, automation has rapidly progressed from being a driver of operational savings to becoming a critical enabler of productivity and customer satisfaction in the post-pandemic world.

**82% of business leaders are currently planning to increase their investment in automation.**

Source: Fujitsu global survey 2021

To some, the process of introducing automation into a large organisation may appear complex and risky, with the operational and emotional impact compounded by multiple dependencies and stakeholders. Yet, in reality, successful automation can be relatively straightforward to achieve, if the right foundations are in place.

So, how can you introduce automation at pace in the most co-ordinated, low-risk and cost-effective way possible? And how can it be scaled to create the resilience and agility needed in the face of continued global disruption?

**Let us introduce you to Smart Working from Fujitsu.**



## Automation enabling Smart Working

Smart Working is a key element of FUJITSU Work Life Shift, a global vision to reimagine how work gets done by introducing digital innovation in the workplace.



By introducing automation, Smart Working frees people up from their more mundane, repetitive tasks, enabling them to focus on higher value activities, like creating better experiences for customers. Innovative digital tools can then create new possibilities for rapid innovation, accelerating your digital transformation by creating scalable solutions that empower your people to be at their brilliant best.



From basic Robotic Processing Automation (RPA) of specific administrative tasks right through to AI-powered hyper-automation, automation is now at the heart of modern workplace strategies.



Fujitsu is already helping organisations around the world to exploit the potential of automation through a proven, structured approach. It's an approach shaped by our experience and understanding of both complex IT infrastructures and large-scale workforce transformation programmes.

**44% of business leaders expect that >50% of manual business processes will be automated by 2025.**

Source: Fujitsu global survey 2021

# A proven, practical approach

To help you introduce automation in the most effective way, we provide a choice of approaches:

## Kickstart

1

To help you (re)establish the potential for automation within your organisation **Kickstart** offers three bite sized project-based options to help you explore how automation can help address particular tasks within your core business processes, from business case through to production:

- **20-days.** Deep-dive discovery, using advanced tools to analyse the possibilities and create a business case proposal.
- **40-days.** As above, then deploying rapid development techniques to agree and develop a Proof of Concept (POC) solution.
- **60-days.** As above, taking the POC forward into production, delivering tangible benefits and the ability to scale as required.



## Consultancy-led Transformation

2

For those looking to reimagine critical end to end processes, our experts explore the potential for transformation across your organisation, from the automation of simple tasks through to complex, connected processes.

We then work with you from initial vision to deployment, integrating new automation scripts into an on-premise or cloud-based automation platform to ensure your automation ambitions can be scaled over time.



## Process Digitalisation Factory

3

For those customers with an established automation programme, our **Process Digitalisation Factory** brings automation technology expertise to help your programme scale. They have the scale to support all your lines of business, providing the additional muscle to help convert your pipeline of automation ideas into ROI calculations, technology choice recommendations, software development and handover to production support teams.



## Automation-as-a-Service

4

Our **Automation-as-a-Service** team provides production support for your automation platforms helping you run, manage and scale over time. Throughout, our extensive IT change management experience ensures smooth deployment, across multiple business areas. By understanding the IT implications of ongoing change and disruption, we can ensure you avoid false starts and frustration. The whole process is integrated and managed for you on an ongoing basis.

We also enable your people to be fully engaged in the process. By deploying tools like **Fujitsu Smartforms** and the **UiPath Automation hub**, your teams can influence and enjoy the journey, creating a collaborative environment that encourages their ideas and initiatives. This fosters a positive, 'citizen developer' culture, focused on continuous improvement and people engagement, in line with wider culture change initiatives.



A structured, proven and holistic approach to automation, always ensuring your people are fully engaged in the process.



## Breaking through the automation glass ceiling

Many automation programmes start well, then stall. As they start to scale, key people find that they are spending more time fixing things that they thought they'd already automated than looking ahead to the next opportunity. While there are many automation providers in the market today, developing automation solutions in isolation can be problematic. For example, how can you be sure the solutions will be unaffected by ongoing changes elsewhere across your business or IT landscape? How will routine system and application upgrades impact their operation?

To break through the automation glass ceiling, you need a trusted partner who's not only an expert in automation, but also proven in Workplace IT managed services and the practical challenges of complex, large-scale IT infrastructures. A partner with flexible commercial models to help you achieve return on investment.


At Fujitsu, we're proud to be seen as a leader in the managed services arena. Indeed, in 2020 we retained our leadership position in [Gartner's Magic Quadrant for Managed Workplace Services, Europe](#) for the fourth year running.

This deep understanding of modern workplace environment is underpinned by successful long term global partnerships and the experience of managing critical, high security national infrastructure projects. It ensures peace of mind, regardless of the current vendor landscape across your infrastructure.

Indeed, we're already successfully managing complex workplace environments for many organisations, helping them exploit the potential of automation.

- [Helping a major bank transform](#) its ability to process mortgage holiday applications during the pandemic, enabling them to provide rapid response to customers in the most urgent need of help.
- [Transforming in-store support for a national retailer across 2,000 outlets](#), so their in-store teams now spend less time fixing problems and more time with customers.
- [Improving efficiency across a government department](#), by introducing automated self-service and digital support channels for over 40,000 employees.

**Successful automation requires a stable, well managed workplace environment, continually fine-tuned for effective operation.**



## Taking the next step

Our automation and infrastructure experts are ready to help you today.

Whether you have yet to embark on your automation journey, or are already underway, we can help you deliver robust, integrated automation solutions that:

- **Boost productivity**
- **Scale to meet demand**
- **Create tangible business outcomes**
- **Ultimately, improve both customer and employee satisfaction.**

Let us help you streamline repetitive tasks, ensuring your people can spend more time being trusted advisors to your customers. To start the process, we welcome the opportunity to discuss your challenges and opportunities, to help you choose the right engagement approach.

Whether it's a focused **Kickstart** project, or a full **transformation journey**, our experts are ready to work with you today.



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