



Your vision and  
Fujitsu. Together  
we can change  
the world

Travel & Transportation

shaping tomorrow with you

FUJITSU



# Great work leads to great references

We co-create with our travel and  
transportation customers, working  
together to enable their vision.

What others say about us is infinitely more persuasive than anything  
we could say ourselves, that's why we've selected these ten case  
studies that showcase our joint success with our customers.

Your vision and Fujitsu. Together we can change the world.



# Digital Railway

“ We’ve identified how to deliver projects more effectively at lower costs with minimal service disruption, which translates into benefits for all our stakeholders ”

Stuart Calvert, Head of Early Contractor Engagement, Digital Railway Programme, Network Rail

Digital Railway introduced the ECI programme to exploit the best expertise across its supply chain. Fujitsu helped define six of the nine ECI workstreams.

[Click here to read the full customer story.](#)

## Challenge

The UK's rail network is vast, complex and difficult to maintain. Network Rail, the body responsible for the infrastructure wanted to take a new approach to reduce costs, enhance productivity and improve the passenger experience. The Digital Railway programme, an industry-wide initiative led by Network Rail, looks at digital innovation to unlock capacity and maximise performance within the network.

## Solution

It created the Early Contractor Involvement (ECI) programme, which invites suppliers to collaborate and solve problems via nine workstreams. Fujitsu contributed directly to six of these workstreams, focusing solution ideas on delivery of business outcomes.

## Benefits

- Passengers will enjoy better service availability, improved quality, accurate timetables and less disruption.
- The Government will see better employee productivity, reduced cost and acceleration of digital transformation.
- It will deliver high level skills investment and create export opportunities for the supply industry.





# Nakilat

“ Highly reliable FUJITSU Integrated System PRIMEFLEX vShape enables remote support, eliminates singlepoint failures and ensures effective monitoring of our fleet, improving responsiveness to business requirements ”

Hamad Suwaid, IT Manager, Nakilat

FUJITSU Integrated System PRIMEFLEX vShape improves operational excellence, enhances reliability and enables efficient management of Nakilat's fleet.

[Click here to read the full customer story.](#)

## Challenge

As Nakilat expands its role in ship management through a strategic phased vessel transition, it inherits vessels with primitive IT infrastructures, systems and technology. This requires significant digital transformation of these large, complex LNG vessels to guarantee peak performance during operations.

## Solution

Having successfully partnered with Fujitsu to deploy FUJITSU Integrated System PRIMEFLEX® for SAP HANA® in its data centers in 2015, Nakilat chose its pre-configured, plug-and-play PRIMEFLEX vShape solution to provide a robust, virtual on-board environment to modernize its fleet for better connectivity and performance.

## Benefits

- Faster connectivity enables real-time analysis, leading to swift centralized management, supporting rapid growth.
- High availability and redundancy eliminates single point of failures, thus resulting in improved operational excellence and reduced support calls and response time.
- Substantial cost reduction by optimizing manpower requirement and improving efficiency.

# Transnet

“Users are authenticated biometrically before they can access SAP ERP systems via shared access kiosks. We no longer have to worry about password fraud from users at all”

Mapula Mano, SAP ERP Specialist, Plant Maintenance, Sales & Distribution, Transnet SOC Ltd.

Transnet SOC Ltd. deploys Fujitsu PalmSecure and realtime bioLock™ to ensure Biometric Identification and Access Management.

[Click here to read the full customer story.](#)

## Challenge

Transnet needed to enable users with limited computer literacy or SAP proficiency to easily interact with systems. The company wanted to minimize training requirements and accommodate multi-lingual needs while enforcing biometric authentication of all SAP data access. This would result in lower maintenance costs – keeping plants & depots running more efficiently.

## Solution

Fujitsu PalmSecure readers and the realtime bioLock biometric security software were implemented by authorized realtime partner Linx/AS Africa (Johannesburg).

## Benefits

- SAP ERP data available to non-specialist users at shared kiosks.
- User interface simplified to show only task-related information.
- Biometrically controlled access to information prevents password sharing / fraudulent access.
- Downtime reduced through avoiding time-consuming password resets.



Country: **South Africa**  
Industry: **Transportation**  
[transnet.net](http://transnet.net)



# Fraikin

"RunMyProcess has taken our business into a new era of digital collaboration - not only internally but also with our customers - helping us to achieve greater growth and efficiency through innovation"

Franck Lerivrain, Director of IT Services, Fraikin

Leading commercial vehicle leasing company Fraikin transforms for the digital age using RunMyProcess.

[Click here to read the full customer story.](#)

## Challenge

Paper processes and legacy technology were becoming a barrier to success for Fraikin. An ambitious new management team was determined to transform the company's operations - but needed a way to connect people, processes and technology across the organization.

## Solution

RunMyProcess solutions connect people, processes and technology to increase speed, productivity and market responsiveness.

## Benefits

- Cultural transformation.
- Productivity increase of up to 400 percent.
- People, systems and devices connected through digital automation.

# Swedish Transport Agency

“With expertise, enthusiasm and proven technology we managed to fulfil the customer requirements and deliver a system that’s forecasted to reduce their maintenance costs by 25 percent”

Anna Larsson, Senior Project Manager, Fujitsu

Fujitsu and Asysco migrated millions of lines of code using automation, reducing costs by 25 percent and providing a future-proof platform for digital transformation.

[Click here to read the full customer story.](#)

## Challenge

STA's road and traffic system relied on a UNISYS OS2200 mainframe, with parts dating back over 40 years. It needed to migrate millions of lines of complex code from this mainframe to a new C#.NET environment within a strict budget and tight timeframe.

## Solution

Partnered with Fujitsu and specialist Asysco to automatically convert code and batch operations to the new platform, based on extensive research, multiple workshops and a detailed test environment.

## Benefits

- Supports over 100,000 users, handling half a billion transactions every year.
- Maintenance costs are forecasted to be reduced by at least 25 percent.
- Most batch processes have sped up considerably.
- Provides the foundation for future digital transformation as STA continues to modernize its infrastructure.





# Crossrail

“ Fujitsu has enabled Crossrail’s IT department to play a more strategic role by delivering all core services reliably and cost-effectively. It also manages other vendors, giving one central contact if any issues arise ”

Fujitsu is responsible for Crossrail’s desktop devices, data centre services and helpdesk support, enabling access to critical information.

[Click here to read the full customer story.](#)

## Challenge

Crossrail is an ambitious project to build an entirely new train system beneath London. It needed a tier one technology partner that would take responsibility for every aspect of its infrastructure, including the management of other IT suppliers.

## Solution

The company outsourced its ongoing desktop, data centre, service desk and application support to Fujitsu. Fujitsu was also responsible for individual projects such as a Windows 7 upgrade, the deployment of ServiceNow and migrating the physical location of the data centre.

## Benefits

- Fujitsu has scaled seamlessly as the project has grown massively in size, without compromising service.
- Fujitsu provides 100 per cent availability, ensuring that expensive operations are completed without a hitch.
- Fujitsu ensures access to mission-critical information anywhere within a vast and sprawling underground site.



Country: **United Kingdom**  
Industry: **Transportation**  
[crossrail.co.uk](http://crossrail.co.uk)



An ANA aircraft is parked on an airport tarmac. The aircraft is white with blue and red accents. The tail features the ANA logo and the Japanese text "ANA" and "心をひとつに、かんぱろう ニッポン". The aircraft is surrounded by ground support equipment, including a yellow service truck and a blue baggage loader. The word "Centrair" is overlaid in large white text on the right side of the aircraft.

# Centrair

“ Fujitsu’s solution means we no longer have any concerns regarding differences between system versions or equipment vendors. Although frequent upgrades are expected, there is no risk to our smooth, continuous operations ”

Kei Watanabe, Group Leader, System Planning Dept., Centrair Information & Communications Network Co., Ltd.

Centrair was operating disparate virtualized systems. With Fujitsu ServerView Resource Orchestrator it can now identify system failures under a single administration interface, ensuring cost effectiveness.

[Click here to read the full customer story.](#)

## Challenge

Centrair was focused on scalability and cost effectiveness, adopting a virtualized approach in 2011. Following a version upgrade, it was operating disparate virtualized systems and the risk of operational errors grew due to increasing complexity. A tape solution was used to backup virtualized systems, which required the weekly manual media transfer over a considerable distance.

## Solution

Fujitsu ServerView Resource Orchestrator unifies the administration interface. It allows Centrair to simplify the identification of system failures. A consistent approach has eliminated complexity and errors, with no training required for administrators.

Using Fujitsu Systemwalker Operation Manager, Centrair implemented a backup process onto remote tape media.

## Benefits

- Manage the operation of 27 physical servers running under three different virtual environments via a single unified administration interface.
- 24 x 365 trouble-free operation for administrators.
- No transportation costs for manual tape backups – now handled remotely online.
- Commitment by Fujitsu to long-term support for at least seven years.



# KLM Equipment Services

“ There has been an enormous boost in performance – somewhere in the region of 180,000 IOPS, which means our critical EAM application runs twice as fast so users are more productive and less irritated ”

Siwart van der Veen, Manager ICT, KLM Equipment Services B.V. (KES)

KLM Equipment Services deployed two FUJITSU Storage ETERNUS DX100 devices to provide high-performing, reliable and cost-effective storage.

[Click here to read the full customer story.](#)

## Challenge

KES's old storage platform was plagued with performance issues and did not have the capacity to cope with the latest version of Infor EAM. The company needed to find a flexible, cost-effective alternative that would deliver increased performance, capacity and improved reliability.

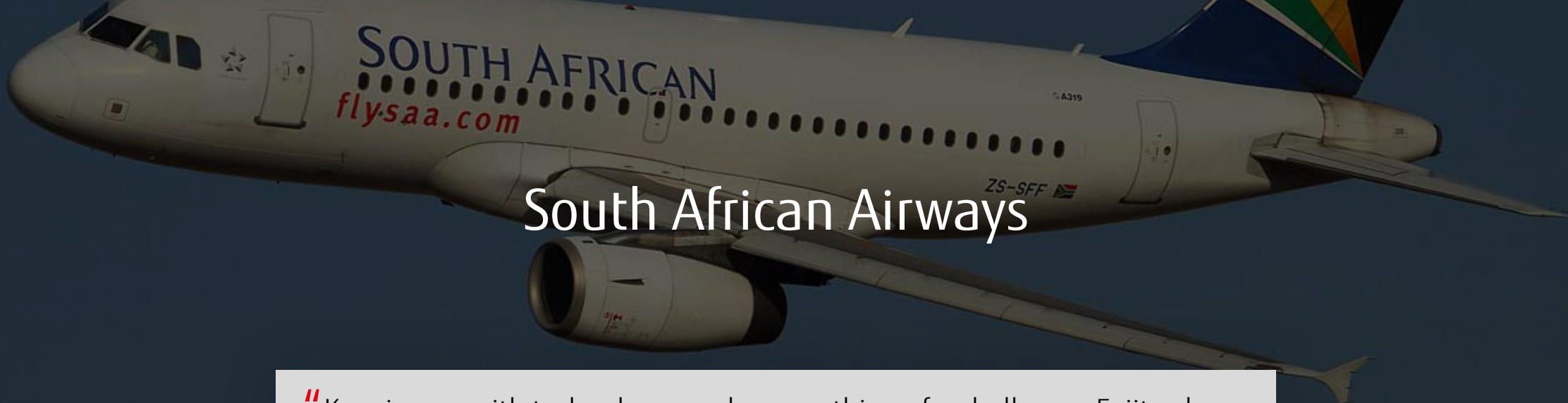
## Solution

KES worked with the awarded Fujitsu Select Circle Partner SJ-Solutions B.V. and Fujitsu to design and deploy two clustered FUJITSU Storage ETERNUS DX100 devices over two sites to support EAM, finances, ERP and other core business functions for 150 users.

## Benefits

- Doubles application performance making users more productive and less frustrated.
- Provides dynamic full disaster recovery with second, mirrored ETERNUS storage cluster device for optimal availability.
- Lowers energy consumption for storage by 40 percent, reducing electricity bills, cooling and minimizing environmental impact.





# South African Airways

" Keeping up with technology can be something of a challenge. Fujitsu has been able to keep us going by digitising our cabin crew and flight deck crew data. We are going from strength to strength "

Shaun Pillay, Head of Inflight Service and Logistics, South African Airways

South African Airways upgraded its Fujitsu PegaSys platform to include the Network Aware module, providing real-time fleet tracking using rich 3D visualisation.

[Click here to read the full customer story.](#)

## Challenge

South African Airways (SAA) is a long-time customer of Fujitsu PegaSys, which, although an industry leading product, had become a little dated. Its user interfaces, functionality and the general user experience needed upgrading to make crew schedules more efficient for enhanced productivity and employee satisfaction.

## Solution

Fujitsu partnered with Constraint Technologies International (CTI), headquartered in Melbourne, to drive the next stage in PegaSys' evolution and provide South African Airways with the tools it needs.

## Benefits

- PegaSys Network Aware (NA) adds mobility, enabling consolidated real-time fleet tracking data on a range of devices using rich 3D visualisation.
- PegaSys NA enables SAA staff to be in contact at all times and locations, transforming the workplace from being desk/PC-bound to full mobility.
- The Executive Management view provides real-time KPI rendering, such as on-time performance, load factor and cancellation.

# Comboios de Portugal

“With one transaction, it is possible to find a single ticket for the national network. In the urban areas, with one single card it is possible to use multiple operators”

Luis Vale, Product System Developer, Comboios De Portugal

Fujitsu developed a bespoke software platform that acts as the hub for a new smart card system, minimizing the potential for passengers to travel without paying for the correct ticket.

[Click here to read the full customer story.](#)

## Challenge

Comboios De Portugal relied on a manual, paper-based process to manage its vital ticketing function, however, this was prone to fraud and human error. The company wanted to introduce a new automated ticketing platform that would be faster, more flexible and more accurate.

## Solution

The company selected Fujitsu to provide a centralized software platform that acts as the hub for a new smart card system and connects to new in-station EPOS, PDAs and self-service kiosks.

## Benefits

- Minimized potential for passenger fraud, maximizing revenue.
- By automating much of the ticketing process, it is able to reduce the need for on-site personnel, lowering costs
- New ticketing platform offers much more flexibility to its customers.
- View all transactions in real-time.
- Allows more flexible response to changing market demands.
- Potential for human error in manual entry has been strongly reduced.



# Co-create with Fujitsu

Let's share your story with the world

To find out more contact [umesh.patel@uk.fujitsu.com](mailto:umesh.patel@uk.fujitsu.com)

shaping tomorrow with you

  
**FUJITSU**