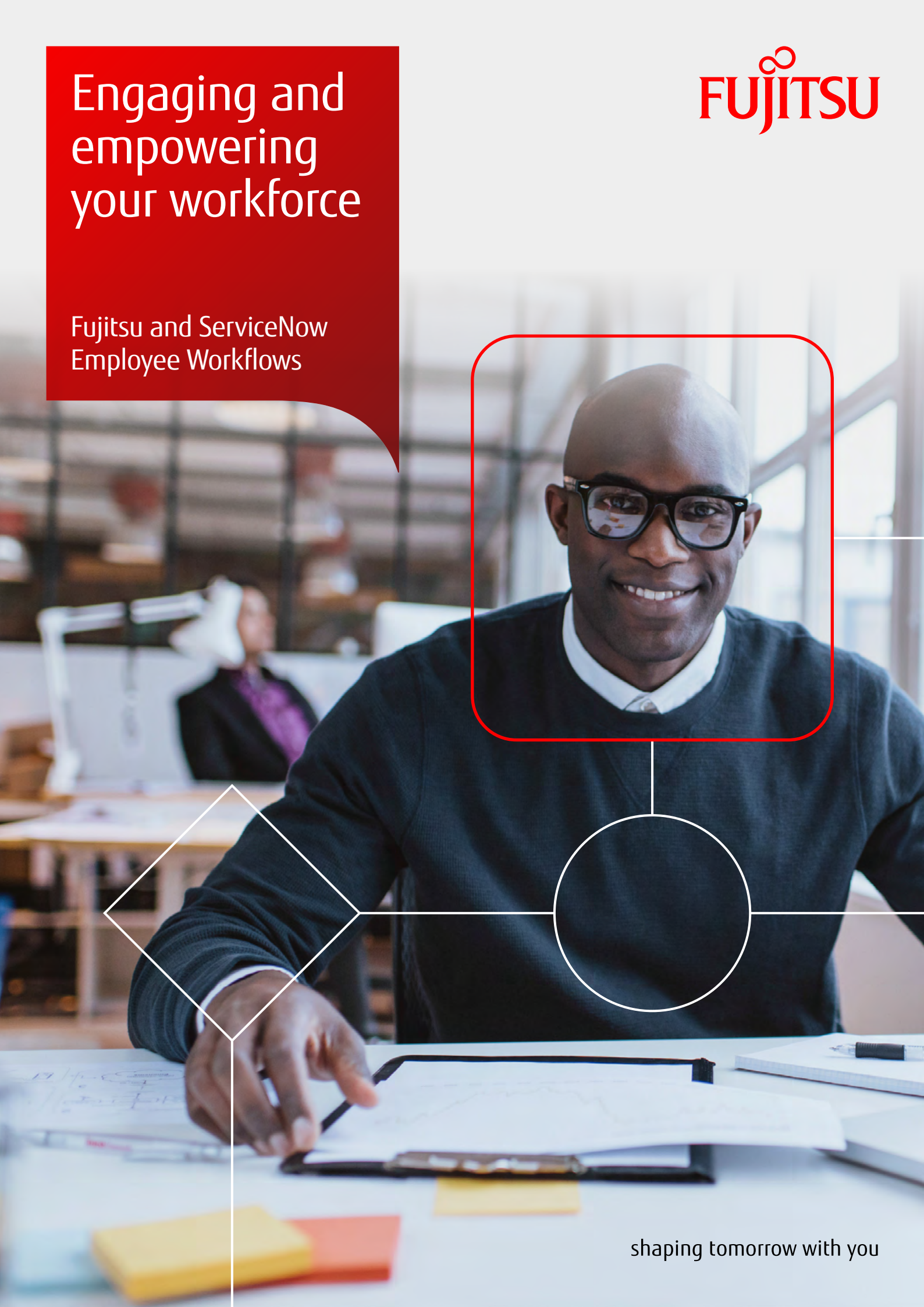




# Engaging and empowering your workforce

Fujitsu and ServiceNow  
Employee Workflows



shaping tomorrow with you



## Services and support where your people need them

Recent events forced all organizations to adapt at pace – many have done more than just ensure business continuity in the face of crisis.

They've shifted the nature of their workplaces overnight – swiftly connecting employees to corporate systems and productivity tools, and enabling them to communicate and collaborate with colleagues and customers wherever they are.

In truth, the move to new ways of working and more flexible working practices had already begun. The pandemic, however, accelerated the underlying trends and pushed them to new extremes. The pressing need for organizations now is building their resilience. Not just resilience of systems and IT, but of people and the organizational culture.

A highly engaged workforce is therefore the best foundation for business agility and success. To drive this engagement, organizations need to give people the flexibility and tools to work the way they want. The more adaptable your workforce, the more adaptable your business becomes.

We help our clients worldwide drive engagement by putting their employees at the heart of how they operate. We give them the channels so that their people can work how they choose, wherever they are. We do this by getting to know your business, applying our managed workplace expertise, and tailoring an approach based on your unique requirements.

The result is an adaptive workforce that's connected, engaged and ready to do more than they thought possible.

# Solutions that put your workforce first



As you begin to define new working practices, this poses important questions about the employee experience.

How do you support and inspire your workforce? How do you remove friction from all points of the employee's daily activities? How do you cultivate a culture of trust, enable creativity and support different working styles while safeguarding their wellbeing?

Without addressing these challenges, organizations won't have the foundation needed to compete or the agility to respond to future changes.

At Fujitsu, we focus on the actions and tasks that drive productivity and wellbeing for your employees. Using AI and automation, we streamline processes so staff don't have to spend time on repetitive tasks; instead, tackling the complex issues that benefit from their knowledge and skills. And we help design support services that are simple and intuitive, so your employees are empowered to resolve issues quickly and get on with their day jobs.

With Fujitsu and ServiceNow, you can create a culture, backed by technology, that puts employees at the center of your business. This helps you attract and retain talent and it helps your people deliver for your organization.





## Creating meaningful engagement with your employees at every stage

We can help you to transform how your employees interact with your organization. From their first to their last day, getting the right information fast makes employees feel connected, secure, and valued.

Making work more like life, with consumer-style experiences it reduces friction and enables people to resolve issues quickly. But, more importantly, it boosts their engagement and strengthens their trust in your organization. If they feel in control and secure in their work lives, they can be more effective and focused in their work – driving better outcomes.

We put your employees first and recognize that everyone has their own way of working, giving them choice and control in how they engage through multi-channel support options. So whether at home, in the field, or in the office, your employees get the help they need. With Fujitsu and ServiceNow, you'll be able to define new ways of engaging and inspire your talent to achieve results.



## Empowering your workforce with visibility and insight

Another challenge for your organization is how to provide your people with the information they need to make informed decisions. How do you break down information silos and connect data across disparate applications and departments? And how do you automate manual tasks and offer self-service so that your talent can focus on adding value?

We understand how to digitize business processes and deliver employee-centric services for the distributed workforce. By bringing together information from all your systems, we create a single source of truth – giving you and your people access to data that can drive insight, streamline processes, and enable smarter decision-making. For your organization, this means the ability to see how support can be personalized, what tasks can be automated, and how people can work more efficiently. For your employees, it means having the data to make a difference: being able to respond to customers faster with a better understanding of their needs because they have all the information they require, wherever they're working from.

Our expertise, combined with ServiceNow, can help your organization simplify access to services and connect all parts of your business.

With insight into productivity and wellbeing, you can better support your employees throughout their careers.



# Use cases



## Transforming the service desk

### Challenge

#### Organization

Howmet Aerospace.

Howmet wanted to improve its service desk operations with an innovative partner – but its current supplier was not up to the job. The organization needed a global service desk solution that would support its end-users.

### Solution

Using ServiceNow, we delivered a 24/7/365 global service desk to support 22,000 users with language support for English, Spanish, German, Dutch, Hungarian, French, and Portuguese. With our data-driven shift-left approach, we identified a number of ways to improve the service provided, including omnichannel support by leveraging chat functionality, so we could deliver a solution that works for Howmet's people.

### Results

Howmet was able to eliminate 30% of tickets by automating frequent requests and cut call handling times by 25% with local language optimization. Now, its self-service gives control to users, while reducing the drain on IT – improving the employee experience and lowering costs. The solution complies with International Traffic in Arms Regulations by handling secure calls out of Fujitsu's Global Delivery Centre in Richardson, US.

»Fujitsu is proactive and responsive in managing our service environment – I can't remember the last incident that landed on my desk.«

**Edward Portolese**  
CIO, Howmet



Simplifying the complex  
with ServiceNow

## Challenge

### Organization

A leading utilities company.

This customer's ServiceNow platform had become complicated by years of customization. And upgrades were taking far too long to complete – requiring significant development skills, making it expensive and difficult to manage. The customer needed help to gain greater value from its ServiceNow investment.

## Solution

We implemented an entirely new ServiceNow instance, including ITSM, SecOps, ITOM, Cloud Discovery, and HR. We took the time to understand the organization's needs, capturing more than 1,000 user stories and using this information to design a platform that delivers a better experience for the 40,000-strong workforce, with faster resolutions and easier ways of accessing support.

## Results

The organization now has a fit-for-future platform that can scale with the business and support its wider digital transformation plans. Employees benefit from quicker services with less friction. They can easily find answers to common questions and access support in ways that work for them. And not only can the organization now upgrade its platform to the latest release in days rather than months, but internal processes to approve change requests have been reduced from 60 hours to just 4. Service desk agents are also freed from repetitive manual tasks and can focus on providing better support where it matters most.

»Everything is much easier to manage and maintain, with upgrades being carried out in days, and with a significant reduction in effort.«

VP

Global Infrastructure & Operations



## Helping you maximize value from ServiceNow

If you're already using ServiceNow, we can help you maximize its impact. And if you're currently thinking about a new investment, we'll show you how you can quickly start realizing the potential of ServiceNow.

To find out more, [get in touch](#)

To create meaningful employee experiences that drive success, you need a partner that knows about business transformation as well as the technology that underpins it.

This is what sets us apart. We take the time to understand your objectives and use ServiceNow to deliver the intuitive experiences that engage employees. And we help connect the enterprise, so you get the 360° visibility you need to continually improve your services.

Whether that means giving employees easy access to information or gaining a better understanding of their needs so you can support them more effectively, our focus is on helping you achieve those objectives.

At Fujitsu, we have the specialist skills and strategic vision to make the complex simple – helping you get the best out of ServiceNow.

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