



# Our Customer Stories

Americas

shaping tomorrow with you

**FUJITSU**

# Introduction

It's important to know that you are making the right decision when selecting your IT partner. This guide is for IT decision makers – it provides a selection of our latest customer stories from the Americas.

The 12 handpicked case studies show how we work with our customers to transform their businesses for competitive advantage through the power of IT. You can also browse more of our studies on [www.fujitsu.com](http://www.fujitsu.com) to see how other organizations have overcome their business challenges with Fujitsu products, services and solutions.

We hope you choose to work with Fujitsu – you'd be in good company.

We look forward to hearing from you.

Ask Fujitsu

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Read about how our customers have solved their challenges,  
and the benefits they have achieved from working with Fujitsu.

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“Fujitsu understands our business, the software and processes that support it, and provides us with outstanding solutions that rarely require rework.”

Dave Jackson, Director of IT and CIO, Welch Foods



Country: U.S.A.

Industry: FMCG

Website: [www.welchs.com](http://www.welchs.com)

Founded in 1869, Welch Foods, Inc. (Welch's) is a family-farmer owned company and the leading marketer of Concord and Niagara grape-based products. Welch's products range from 100 percent juices and juice cocktails to jams, jellies and single-serve products in a variety of shapes and sizes. Welch's products are sold throughout the United States and in approximately 40 countries around the globe.

## Challenge

As a small company with limited resources, Welch's needed to find better and more efficient ways of doing business to remain competitive.

## Solution

Welch's invited Fujitsu to collaborate on the implementation of Oracle® 11i E-Business Suite, followed by Application Managed Services and, in 2012, the complete business and applications services suite.

### The benefit

- Welch's has optimized its product portfolio, reduced out-of-stock inventory, and improved promotional effectiveness through more effective IT tools
- Welch's has reduced managed service costs by 20 percent, freeing up resources to take on other projects, cover cost increases, and fund ongoing business operations
- Fujitsu worked with the Welch's IT department to improve its speed to market, quality of deliverables and overall testing process
- Through the Fujitsu Center of Excellence, Welch's also has access to additional expertise and guidance to ensure the company produces the best and most innovative solutions for the company

### Products & services

- Fujitsu Managed Services

“Not only did the RFID technology make us more efficient in terms of finding and keeping records of our equipment, but it also transformed the way that we purchase, receive and issue equipment. We found much smoother ways of processing these things so that we can do a better job.”

**Jim Spivey**, Police Chief, Richardson Police Department, Texas



# Richardson Police Department



Country: U.S.A.

Industry: Law Enforcement

Website: [cor.net](http://cor.net)

For over 50 years, Richardson Police Department has been providing services to citizens in trouble, emergency responders in the field, and other public safety agencies. It serves a city of just over 100,000 people and is amongst the largest of 20 police departments in Texas with 156 sworn officers.

## Challenge

With increasing demands for security and accountability, Richardson Police Department wanted to find a more efficient way of tracking and logging its uniforms, weapons, vehicles and other sensitive items.

## Solution

It turned to local RFID specialist Fujitsu GlobeRanger to provide an array of suitable tags and software to ensure seamless visibility of its inventory.

### The benefit

- Patrol cars can be checked out 15 minutes faster which, across the force, is equivalent to one extra officer on the streets
- The system is significantly more efficient, enabling real-time visibility of items and removing the need for an annual audit that would take months
- It makes dangerous weapons more secure and provides public accountability for taxpayer spend
- It has the potential to track evidence and thus increase the likelihood of successful public prosecutions

### Products & services

- Fujitsu GlobeRanger



“We examined several medical kiosks but chose the Fujitsu Med-Serv 50, with the PalmSecure Biometric Solution built in. That was the critical factor in our decision making process.”

**Praveen Toteja**, Chief Information Officer, The George Washington University - Medical Faculty Associates, Inc.





# The George Washington University - Medical Faculty Associates, Inc.

Country: U.S.A.

Industry: Healthcare

Website: [gwdocs.com](http://gwdocs.com)

The George Washington University Medical Center, is an internationally recognized interdisciplinary academic health center that has consistently provided high-quality medical care in the Washington DC metropolitan area, since 1824. The Medical Center comprises the School of Medicine and Health Sciences, the 11th oldest medical school in the country; the School of Public Health and Health Services, the only such school in the nation's capital; GW Hospital, jointly owned and operated by a partnership between The George Washington University and a subsidiary of Universal Health Services, Inc.; and the GW Medical Faculty Associates, Inc. (MFA), an independent faculty practice plan.

## Challenge

The standard method for registering patients was time consuming and did not adequately verify their identities, insurance information, or prevent redundancies or duplicates.

## Solution

The Fujitsu Med-Serv 50 Kiosk, which features the PalmSecure™ biometric solution, was selected by MFA.

### The benefit

- Rapid pilot project development and roll-out timeline - proven technology
- Measurable decrease in patient registration times - simplified administration and Meaningful Use compliance
- Integrated with Allscripts PMS and HER - compliant with HIPAA

### Products & services

- Fujitsu Med-Serv 50 Kiosk
- Fujitsu PalmSecure Hand Guide
- Fujitsu PalmSecure Software Development Toolkit

“Fujitsu really understands the education sector and their important role in delivering an enriched experience to our students. We are one team.”

Linda Harivson, Principal, St. Joseph's Academy



# St. Joseph's Academy



Country: U.S.A.  
Industry: Education  
Website: [sjabr.org](http://sjabr.org)

St. Joseph's Academy has a long-standing mission to "educate young women as responsible and unifying members of the world community". This philosophy permeates every aspect of the Academy and serves as a driving force that guides their every decision. It's about developing a love of learning, and exploring material beyond the bounds of a traditional classroom that ultimately prepares us for the future. It is this passion for exploring new territory, and their courage to delve into the unknown, that sets the Academy apart from other schools.

## Challenge

St. Joseph's Academy wanted to ensure it was staying on top of technology to empower its students to be the leaders of tomorrow.

## Solution

Fujitsu stepped in to provide every student with a pen and touch convertible tablet PCs for use during their time at the Academy.

### The benefit

- St. Joseph's Academy now has a student-run Help Desk, which has empowered the girls to be in charge and learn in the process. Students manage all tablet PC maintenance including intake, diagnosis, changing parts and quality-checking the work
- Students are fully trained and work side-by-side with the Fujitsu team to ensure they can effectively troubleshoot issues and provide timely support
- All new students image their own tablets and take coursework on software programs and the various network and email accounts. They also learn a great deal through mandatory training on internet security and principles of etiquette

### Products & services

- Fujitsu pen and touch tablet PC

“The Fujitsu M10 server is not only much faster; it’s also much more scalable to handle our future growth. We’re currently using just 50 percent of the cores but can easily add more as demand for more virtual machines increases.”

Peter Meszynski, IT Director, Frontier Science





Country: U.S.A.

Industry: Medical Research

Website: [fstrf.org](http://fstrf.org)

Frontier Science is a not-for-profit research foundation established in 1975 to advance the application of statistical science and data management techniques in science, healthcare, and education. The Foundation is incorporated in the State of New York and has US-based offices in Amherst, New York; Boston, Massachusetts and Madison, Wisconsin.

## Challenge

Frontier Science's aging SPARC server platforms were reaching end of life and were failing to keep up with increased demands. It needed a new more powerful SPARC-based solution in order to maintain optimal reliability while avoiding the costs associated with porting its data and applications. It also needed systems with considerably lower power demands in order to deploy them more easily to geographically separated sites called for by its customers.

## Solution

Frontier Science has implemented multiple Fujitsu M10-4 and M10-1 servers at several sites. It has also installed Fujitsu ETERNUS DX200 storage solutions at each location. These include production systems as well as segregated development and testing systems.

### The benefit

- Vastly reduced power consumption means the cost of outsourcing server locations has decreased dramatically while opening more sites for consideration
- Improved performance of up to 70 percent enables complex reports to be produced in real-time, and data can be validated and processed much more quickly
- The optimal availability of the servers mean that critical services, tools and data are available 24/7 to a large number of researchers around the world
- Built-in scalability

### Products & services

- FUJITSU M10-4 and M10-1 Servers
- FUJITSU Storage ETERNUS DX200

“We’ve increased first call resolution by seven percent to 75 percent and client satisfaction from 85 percent to 90 percent. That’s a clear indication that this service desk is better.”

Simon Tse, Vendor Manager, Government of Alberta



Country: Canada  
Industry: Public Sector  
Website: [alberta.ca](http://alberta.ca)

Alberta is Canada's fourth-most populous province and its capital, Edmonton, is the primary supply and service hub for Canada's crude oil, oil sands and other resource industries. South of the capital is Calgary, Alberta's largest city and former host to the Winter Olympics. The Province's government employs over 30,000 people across a wide variety of departments and agencies, serving a population of over four million.

## Challenge

The Alberta Government wanted to find a new provider that would introduce new features and reinvent the service desk process.

## Solution

After a comprehensive benchmarking procedure, the organization identified the key criteria and went to market. Fujitsu's combination of experience, capability and cost-effectiveness made it the ideal partner.

### The benefit

- First call resolution of 75 percent, an increase of seven percent, makes users more productive
- Client satisfaction has risen to 90 percent, reflecting user happiness
- The detailed transition plan enabled 30,000 users to be migrated over the course of four months without disrupting the business
- Fujitsu is also introducing innovation to the service desk and adding new channels such as online chat and social media

### Products & services

- Fujitsu Service Desk



“Thanks to the Lean improvements and the increased efficiency, we can effectively do one extra case at the end of every day. We always have people on the emergency list, so it frees us up to help them within our existing resources.”

Dr Guy Moreau, Chief of Medical Staff and Orthopedic Surgeon, Hôpital Montfort





Country: Canada  
Industry: Healthcare

Website: [hopitalmontfort.com](http://hopitalmontfort.com)

Hôpital Montfort is a university teaching hospital affiliated with the University of Ottawa. It delivers short-term primary and secondary healthcare in French and English to over 1.2 million residents of Eastern Ontario. Montfort is the only hospital in Ottawa administered in French and the only Francophone academic healthcare institution west of the province of Quebec. It has 300 beds and around 300 physicians.

## Challenge

Hôpital Montfort wanted to transform its surgical department, considered as the core of its activities. It started with the goal to improve processes within its orthopedic department to enhance the patient journey, reduce costs and increase the quality of life for its staff.

## Solution

Having already applied the Lean approach to its ER and achieving favorable results, the hospital was keen to use it again. As such, Fujitsu was invited to analyze the existing environment, make recommendations for improvement, and develop a five year plan to realize several key objectives.

### The benefit

- Reduced room changeover time from 65 minutes to 45 minutes, reducing the time that patients wait on the emergency list
- Reduced surgery delays from 69 percent to 42 percent, improving the patient experience
- Reduced number of surgery instruments kits required by 36 percent for certain types of surgeries, leading to cost and time savings as well as a reduction in instrument contamination rates from 0.89 to 0.29 percent
- Improved communication by deploying a patient tracker in the waiting room to allow patients and their families to view status in real-time

### Products & services

- Fujitsu Lean IT Consulting

“Fujitsu and Microsoft OneNote are the best kept secret in education. Together, they are revolutionizing how we teach.”

**Steve Rush**, IT Director, St. Andrew's College





Country: Canada  
Industry: Education  
Website: [sac.on.ca](http://sac.on.ca)

As an independent school, St. Andrew's College prides itself on the innovative ways in which it teaches students, using collaborative, activity-based, boy-friendly learning along with cutting-edge technology to engage and inspire. The school has been teaching boys for more than a century and excels in academics, the arts, athletics, and co-curricular programming that is amongst the most varied and comprehensive of any private school in Canada.

## Challenge

St. Andrew's College is engaged in an ongoing mission to fully integrate the best collaborative communication technology into the classroom. It needed a flexible, high-performing tablet for its faculty members and students.

## Solution

The school has partnered with Fujitsu to equip students and teachers with LIFEBOOK convertible tablets. With the latest refresh of the technology, St. Andrew's College has upgraded to the Fujitsu LIFEBOOK T902.

### The benefit

- Tablets boast elegant and slimline design with a quiet, responsive, and reliable Solid State Drive (SSD)
- Battery life extends to seven hours of constant use, covering an entire school day
- Enhanced build quality led to a 70 percent reduction in repairs
- Increased performance means the tablet can easily handle demanding applications such as video editing
- Inkable tablet led to a 60 percent decrease in paper use

### Products & services

- 720 x FUJITSU Tablet LIFEBOOK T902

“We don’t have any system failures so it makes for a better customer experience and maximizes our sales opportunities. We can also operate more effectively as a business because we now have full visibility of transactions and promotions.”

Eduardo Soto, IT Manager, Fashion's Park





Country: Chile  
Industry: Retail

Website: [fashionspark.com](http://fashionspark.com)

Founded in 1994 by Chinese immigrants, Fashion's Park is a Chilean clothing retail chain that now has over 40 outlets across the country and employs over 2,000 people. It is renowned in the local market for quality clothes at low prices.

## Challenge

Fashion's Park relied on an aging UnixWare platform that was not compatible with new technology and EPOS systems. It wanted to find a modern retail software solution that would increase store efficiency, improve the customer experience and enable future growth.

## Solution

When its initial choice of software provider was acquired, locking it into hardware requirements, the company decided to change course and work with Fujitsu, as recommended by its local IT partner Belltech.

### The benefit

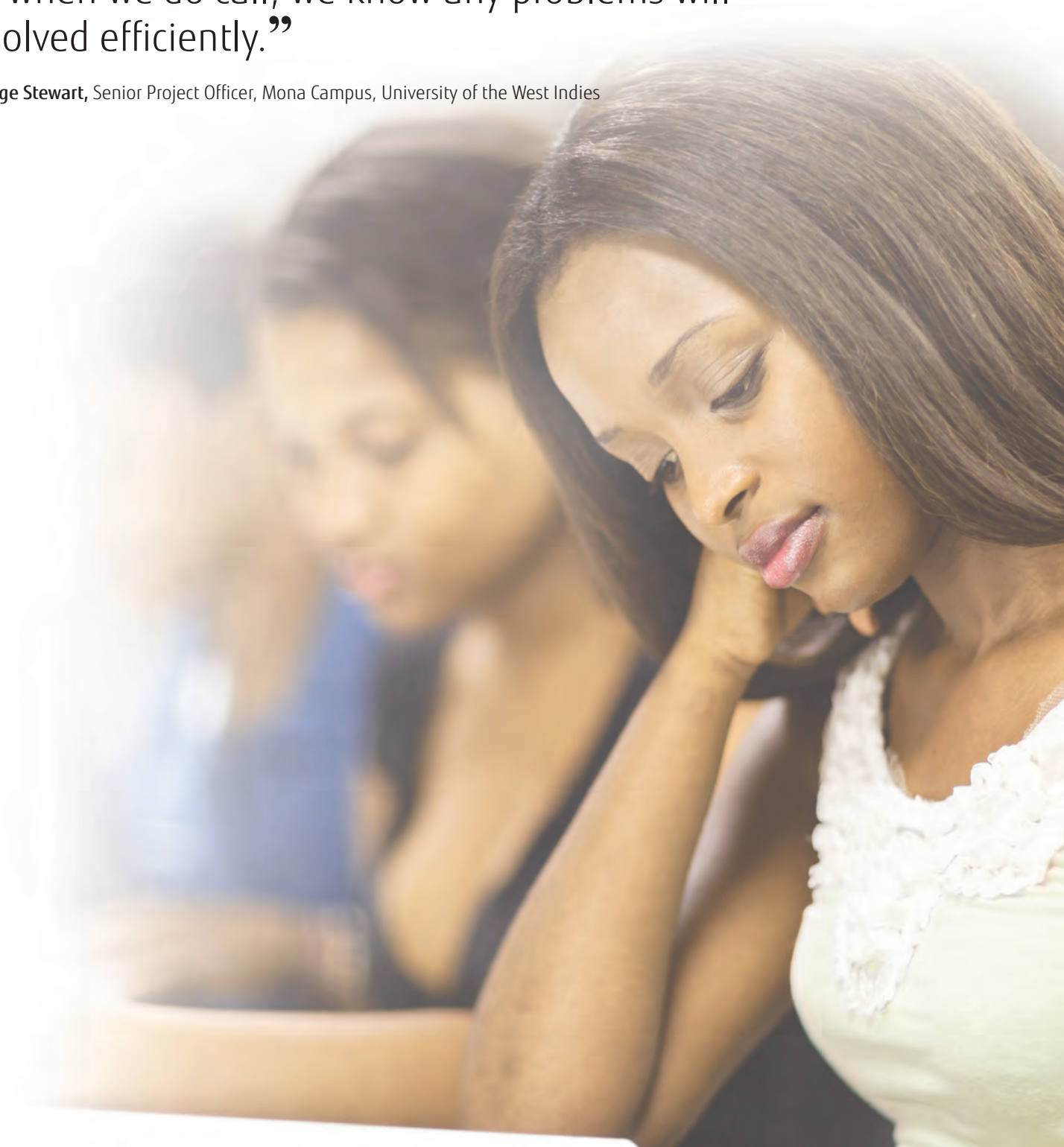
- The system is 100 percent reliable and not affected by network outages, meaning zero lost sales
- Fujitsu Retail Suite provides full, real-time visibility of transactions and promotions to enable more effective operations
- As a result of the increased stability, employees are more productive and customers are happier

### Products & services

- Fujitsu GlobalSTORE
- Fujitsu StoreCENTER
- Fujitsu ReturnCENTER

“The platform is remarkably reliable because of Fujitsu’s preventative maintenance approach. In two years of operation we have had only three issues, and when we do call, we know any problems will be solved efficiently.”

**Dr. George Stewart**, Senior Project Officer, Mona Campus, University of the West Indies



# University of the West Indies



Country: Jamaica  
Industry: Education

Website: [uwi.edu](http://uwi.edu)

The University of the West Indies (UWI) is the largest and longest standing higher education provider in the English-speaking Caribbean. In its more than 60 years of existence, it has evolved from a fledgling college on the Caribbean island of Jamaica with 33 students' to a fully-fledged university with over 45,000 students across four campuses. As an icon of Caribbean integration and culture, UWI remains committed to enhancing every aspect of Caribbean development and improving the well-being of the people of the Caribbean.

## Challenge

In the wake of the global economic crisis of 2007, UWI was faced with reduced government funding and an increase in students defaulting on their tuition fees. It wanted to develop new revenue streams while offering employment opportunities to students.

## Solution

UWI turned to long term partner Fujitsu to design and build a 700 seat contact center. Fujitsu managed multiple hardware and software vendors as well as cabling to create the new business from the ground up.

### The benefit

- Project delivered on time and within budget, despite the involvement of numerous vendors
- Provided an opportunity for employment for over a thousand students giving them an income to offset tuition fees thus ensuring that they can complete their courses
- Provided much needed revenue for the university in a time of austerity

### Products & services

- Fujitsu Business Consulting
- Fujitsu Professional Services – Project Management, Implementation Services

“Fujitsu platforms have allowed us to deploy high availability applications which allows the organization to provide improved automation and response to customer requests.”

**Keith Smith**, Vice President, Technology & Innovation, Jamaica Public Service





Country: Jamaica

Industry: Energy

Website: [jpsco.com](http://jpsco.com)

For over 90 years, the Jamaica Public Service Company Limited (JPS) has worked steadfastly to satisfy Jamaica's energy needs. Growing from a modest network serving fewer than 4,000 customers in the early years, it has significantly expanded its generation, transmission, and distribution capabilities. Today, with a customer-base of over 600,000 and a generation capacity that exceeds 620 megawatts, it is the sole distributor of electricity in Jamaica. The company employs 1,600 workers comprising highly skilled engineers, technicians and service professionals.

## Challenge

JPS was faced with an aging IT infrastructure that couldn't cope with the demands of the latest software. In order to upgrade its customer service and outage management applications, it needed to first upgrade the underlying hardware.

## Solution

Following a comprehensive tender process, it asked Fujitsu to create an Infrastructure as a Service solution with servers and storage hosted in two separate locations on the island. The deployment and configuration took just ten weeks.

### The benefit

- New solution can support up to 600 simultaneous users and has the ability to scale to meet future growth
- Real-time identification of power outages enables them to be fixed up to 20 percent more quickly
- Instant updating of meter readings enhances productivity and provides better customer service
- Fujitsu manages the hardware stack up to the operating system, JPS doesn't need to worry about performance

### Products & services

- Fujitsu Infrastructure as a Service
- FUJITSU Server PRIMERGY BX900
- FUJITSU Storage ETERNUS DX90 S2

“We can focus on our jobs and let Fujitsu take care of the infrastructure. That means we can concentrate on innovation, bringing new services to the market and refining our internal processes.”

**Dennis Khan**, Systems Architecture Manager, First Citizens Bank



Location: Caribbean  
Industry: Financial Services  
Website: [firstcitizenstt.com](http://firstcitizenstt.com)

The First Citizens Group is one of the leading financial services groups in Trinidad & Tobago, offering a full range of retail, corporate and merchant banking services as well as asset management, trustee and brokerage services. In 2009, First Citizens acquired Caribbean Money Market Brokers Limited (now rebranded as First Citizens Investment Services Limited), the largest full service securities trading company in the Caribbean, with offices in Trinidad & Tobago, Barbados, St. Vincent and St. Lucia. In January 2012 the Group ventured into the Central American market and opened a representative office in Costa Rica, which is expected to propel the First Citizens brand abroad.

## Challenge

Faced with an unreliable data center whose lease had nearly expired, First Citizens Bank wanted to find a new platform to support its business critical banking applications.

## Solution

IT migrated 20 applications to the Fujitsu Cloud platform, hosted in its Tier 3 data center in Barataria. This delivers optimal uptime, secure performance and allows First Citizens to quickly provision new services.

### The benefit

- The IT team at First Citizens has freed up 20 percent more time as a result of handing hardware management to Fujitsu, enabling it to focus on innovation and delivering new services
- The bank expects IT costs to be reduced by 12 percent over six years
- New services can be provisioned in hours rather than weeks, accelerating time to market and making the bank more responsive to changing market demands
- Predictive fault detection identifies any issues early so they can be resolved before disrupting operations

### Products & services

- Fujitsu Infrastructure as a Service

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## FUJITSU

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