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

ASIA
Our perspective is always working with our customers to find solutions we couldn’t have got to any other way, working together to enable their vision.

And then we tell the world about it, together. That’s why co-creation is at the heart of our reference program. What others say about us is infinitely more persuasive than anything we could say ourselves and we believe that every Fujitsu customer should want to be a great reference:

Your vision, and Fujitsu. Together we can change the world.
Great work leads to great references

These 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 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.

<table>
<thead>
<tr>
<th>Japan</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Gifu University - Education</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Nishinippon - Plant Engineering and Construction</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Bureau of Construction - Public Sector</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Lake Biwa - Utilities</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Takamori - Agriculture</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Shimadzu - Manufacturing</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Kawasaki Geological Engineering - Engineering</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Tokio Marine - Financial Services</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>White Hat House - Healthcare</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Nav Assist - Information Development</td>
<td>13</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>China</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>New World Department Store - Retail</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Oji Paper - Manufacturing</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Tianan - Insurance</td>
<td>16</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Korea</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lotte Card - Finance</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>KFTC - Finance</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>Gwangju City Hall - Local Government</td>
<td>19</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vietnam</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Acecook - FMCG</td>
<td>20</td>
<td></td>
</tr>
</tbody>
</table>
Gifu University asks Fujitsu to build a Strategic Integration Database that could pull data together and present it visually to improve education quality.

Founded in 1949, Gifu University in Japan has five faculties: Education, Regional Studies, Medicine, Engineering and Applied Biological Sciences. In addition, it has nine graduate schools with 6,000 undergraduates and 1,600 postgraduate students. The university is a place for personal development, producing graduates who strive to never stop “learning, exploring and contributing” for the benefit of society. The university itself also operates under the motto of “learning, exploring and contributing” in its local community.

**Challenge**

Gifu University had vast reserves of data scattered across its campus and various departments. It wanted to develop a strategic integrated database that could give a visual insight into this information.

**Solution**

Trusted partner Fujitsu built a Strategic Integration Database based on Azure Document DB and Azure Data Lake Store with a Microsoft SQL Server at the front-end and Power BI - enabling interactive data visualization for the various types of data collected.

**Benefits**

- Created a highly flexible database to integrate different types of data and analyze it from various angles
- Delivered a highly-expandable system in just three months using PaaS - keeping costs low
- Enables the University to become more competitive, identify weaknesses and strengths, improving research capacity and education quality

**Products & Services**

- FUJITSU Strategic Integration Database

“The new Fujitsu system enables exploratory data analysis, displays data as graphs and enables data mining to reveal more information, granting greater freedom with analysis tools and ways to visualize data.”

Naoki Kato, Professor at the Faculty of Education’s Co-Creative Research and Development Center for Learning, Gifu University

Country: Japan
Industry: Education
www.gifu-u.ac.jp
The goal of Nishinippon Plant Engineering and Construction Co., Ltd. (NPC) was to achieve stable and efficient operation of its missioncritical operations. It wanted to improve availability without increasing operational load, ultimately providing mainframe-like reliability with system redundancy, limiting the effect of any hardware malfunctions.

Solution
Consolidating 15 servers into FUJITSU Server PRIMEQUEST which has reliability on par with a mainframe. Automatic rapid hardware recovery thanks to hardware redundancy utilizing Reserved System Board. There is no hassle for administrators or advanced skill set needed since the functionality is all hardware-based.

Benefits
- Mainframe-level reliability, running stably since February 2016
- Less focus on reviewing operations, more on implementing improvements
- Increased efficiency - many computations now take less than half the time

Products & Services
- FUJITSU Server PRIMEQUEST 2000 series
- FUJITSU Storage ETERNUS NR1000 series*
- VMware vSphere virtualization software
- Oracle Database

*Only available in Japan

“What really impressed us was how PRIMEQUEST put to use know-how acquired from mainframes, such as the design philosophy, quality standards, and redundancy down to the internal components.”

Yukio Matsumoto, Chief of System Management Group, Information System Office, Nishinippon Plant Engineering and Construction

Nishinippon Plant Engineering and Construction Co., Ltd. builds a new infrastructure for its mission-critical system, that runs on FUJITSU Server PRIMEQUEST.

In the more than half century since its foundation in 1954, NPC has strived to provide a stable supply of power as a member of the Kyushu Electric Power Group. In its dealings with the power plants which are to become customers’ equipment, NPC’s guiding principle is respect, and as such aggressively pursues technological improvements, adoption of new methods, personnel training, and the like. The company is active on a global scale, dispatching its employees as technical directors to other countries.

Country: Japan
Industry: Plant Engineering and Construction
wwwnpc21jp

Nishinippon Plant Engineering and Construction
Bureau of Construction

“There was only a short period of time but Fujitsu worked on this project with sincerity for which we are grateful. We’re very happy that the app was completed on time.”

Chiaki Negoro, Director, Planning Section, Park Division, Bureau of Construction, Tokyo Metropolitan Government

Fujitsu creates a downloadable guide for visitors at two Tokyo attractions using Fujitsu Network Solutions (FNETS) and FUJITSU Ubiquitous Computing Service POSIGEO.

The Bureau of Construction manages and maintains urban infrastructure such as roads, rivers and parks in Tokyo. Its jurisdiction includes over 90 parks and gardens, such as Ueno Park, Hama-rikyu Gardens, Hibiya Park and Inokashira Park.

Challenge
- Use of specialized devices requires increased management tasks. There is also a limit to the number of devices
- There is a need to provide an effective guide service for the increasing number of foreign tourists
- The system should be easy to implement across various parks and gardens in Tokyo

Solution
Fujitsu created the app which includes a map showing the users’ current location and provides other useful location-based information.

Benefits
- There is no need to manage smart devices as visitors can use their own
- Multilingual functions and AR allow for a guide service that does not detract from the scenery
- The service can be provided for a small cost and number of staff

Products & Services
- FUJITSU Ubiquitous Computing Service POSIGEO

Country: Japan
Industry: Public sector
www.kensetsu.metro.tokyo.jp
Fujitsu IoT Solution UBIQUITOUSWARE enables Lake Biwa’s management team to react to emergencies, improve reporting, and make effective use of remote resources.

Lake Biwa is the largest freshwater lake in Japan. It provides a source of water for 14 million people in the Shiga region, and is home to more than 1,000 species of plants and animals. The lake is managed by the Lake Biwa Development Integrated Operation & Maintenance Office, a subsidiary of Japan Water Agency.

**Challenge**
Lake Biwa Development Integrated Operation & Maintenance Office needed a digital solution to maximize effectiveness of remote resources during emergency flooding by delivering clear instructions and access to off-site expertise.

**Solution**
Built on a Fujitsu IoT Solution UBIQUITOUSWARE platform, a Head Mounted Display (HMD) was developed for local staff, featuring an easy to read screen, location specific information, and the capability to connect wearers with experienced personnel in real-time.

**Benefits**
- Improved flood response with simplified operations
- Secured connectivity with remote expertise
- Established a platform for future digital improvements
- Standardized incident reporting

**Products & Services**
- Fujitsu IoT Solution UBIQUITOUSWARE

“We wanted to implement a solution that would make individual differences in skill levels no obstacle to executing operations in a fast, safe and controlled manner.”

Yasuo Aoi, Project Manager, Lake Biwa Development Integrated Operation & Maintenance Office
Challenge
Wild animals can cause damage to crops and agricultural land, which leads to financial losses. Now that the hunter population is aging, box traps have become more relied upon than ever. For agricultural communities, there is a need to reduce the workload of patrolling box traps and to efficiently reduce wild animal population.

Solution
Both Takamori Town Office and Nogata City Office implemented Fujitsu’s Cloud-Enabled System for Capturing Wild Animals to reduce damages to agricultural land by wild boars. This solution employs image recognition technologies to automatically judge whether the capture of wild boar is successful before notifying city clerks and local hunting associations.

Benefits
- Workloads have been dramatically reduced by remote monitoring systems
- Adult boar capture rate has risen from 45 percent to 65 percent
- Financial losses have been reduced due to less damage to crops

Products & Services
- Fujitsu Cloud-Enabled Solution for Wide Area Wild Animals Control

Takamori Town Office and Nogata City Office deploys Fujitsu’s Cloud-Enabled Solution for Wide Area Wild Animals Control to reduce crop damage by wild boars.

Takamori town is located at the foot of Mt. Minamiaso and Mt. Nekodake, and is famous for notable agricultural and tourism industries. It produces brand vegetables including daikon radish and cabbage and focuses on branding ‘Nangou-hinoki’, a high-quality Hinoki Cypress in the Aso region. Nogata city is located at the northern part of Fukuoka Prefecture. It is originally a city of commerce and industry, but also focuses on agriculture, food education and local produce for local consumption.

“Fujitsu’s Cloud-Enabled Solution for Wide Area Wild Animals Control is highly practical, not only for functions such as automated capture notification emails, but also checking the status of box traps with images.”

Yusuke Ueda, Chief of the Takamori Town Office, Agriculture and Forestry Policy Division
Shimadzu has deployed FUJITSU VisuaLine to more efficiently identify manufacturing defects during the production process, improving productivity by 15 percent.

Shimadzu Corporation was established by Genzo Shimadzu in 1875 to manufacture physics and chemistry instruments in Kyoto. The company’s technical capability was proven when one of its employees became the first researcher working at a private company to win the Nobel Prize for Chemistry. The company has contributed greatly towards the development of Japanese manufacturing technologies by developing the most advanced, high-quality analytical and measuring instruments.
Challenge
- Wanted to bring objectivity to data analysis where judgements are currently made using the human eye
- Wanted to cut the huge amounts of time and cost involved in image analysis

Solution
Worked with Fujitsu to deploy Zinrai Deep Learning in less than one month.

Benefits
- Achieved analysis that is not variable using AI without overlooking abnormal responses
- Deploying AI halved total image analysis time

Deployment of AI in analysis of under roadway cavity survey data brings objectivity to analysis results and halves work time.

Established as a pioneer in geological surveying in 1943. A one-stop shop providing surveying, analysis, reports, and consulting based on its physical exploration technology and site measurement technology. Rapidly expanding its support area in response to the ever widening and increasing demands of the times, broadly responding to a wide variety of geotechnical issues on land and at sea.
Tokio Marine Group in Singapore outsources management of its IT infrastructure to Fujitsu, leading to faster incident resolution and compliance with regulations.

Tokio Marine Asia is the Asian regional controlling company responsible for business management and support of subsidiary companies in Asian countries, such as Singapore, Malaysia, Thailand, Indonesia and Vietnam.

**Challenge**
Tokio Marine Group in Singapore wanted to simplify and optimize the management of its core infrastructure in Singapore.

**Solution**
After careful evaluation, the company chose Fujitsu to deliver technical service desk, system and network monitoring services, infrastructure management and cross-functional services.

**Benefits**
- 24/7 service ensures incidents are resolved quickly
- Internal resources have been freed to be redeployed more strategically
- Improves security and regulatory compliance

**Products & Services**
- FUJITSU Managed Technical Support Services
- FUJITSU Remote Monitoring Services
- FUJITSU Remote Infrastructure Management Services
- FUJITSU Cross-functional Services

“Whether it’s 8am or 3am, Fujitsu is there to manage and support our IT infrastructure. This boosts our productivity and allows us to become more proactive and responsive in the market”

Lock Woon Yuan, Head of IT Operations Management Security Risk & Compliance, Tokio Marine Asia

Tokio Marine

Country: Japan
Industry: Financial Services
www.tokiomarine.com
White Hat House ensures its elderly residents’ safety and reduces costs with FUJITSU IoT Solution UBIQUITOUSWARE Remote Monitoring Station.

White Hat House’s parent organization “Tanpopo No Kai” was established in 1985 as a day care service. The organization then expanded its activity to include initiatives such as creating a network to find elderly people who had become lost, and surveying the situation of in-home nursing care by family members. When the Public Nursing Care Insurance Law was enacted in 2000, White Hat House was established as an NPO and began running its senior citizens care facilities. It currently operates three facilities in Kushiro City – a day care service, group home, and group living facility – it also runs family nursing care lessons and community food halls.

**Challenge**
White Hat House wanted to be able to watch over residents 24 hours a day, 365 days a year, without having to pay excessive costs. It needed a surveillance system that respects residents’ privacy and allowed for immediate response in case of emergency.

**Solution**
FUJITSU IoT Solution UBIQUITOUSWARE Remote Monitoring Station was installed in residents’ rooms to collect sounds of them moving around and talking. A designated system based in the cloud analyzes this sound data, and if any abnormalities are detected, the resident receives a phone call from a nurse at a call center. The call center is staffed 24 hours a day, 365 days a year.

**Benefits**
- Cut nighttime facility operation costs by 80% using acoustic sensors
- Created a system that protects residents’ privacy as it only analyzes the sounds inside the rooms
- A call center contacts the resident to confirm their safety if the sensor detects any abnormal sounds

**Products & Services**
- FUJITSU IoT Solution UBIQUITOUSWARE Remote Monitoring Station

“With a cloud version, there’s no need to use a demonstration model, and we realized that we can let customers use tactual system for free for a trial period, which revolutionized our sales style.”

Yasufumi Shimoyama, Secretary, White Hat House

White Hat House
Nav Assist chose FUJITSU Cloud Service K5 to support its Navisia Labor Management software, providing more choice for customers and revolutionizing sales and support.

Nav Assist is a system development company founded in 1975 and headquartered in Gunma Prefecture. The company specializes in the development of the Navisia series of solutions, which each focus on one specific industry and provide all necessary functionality. At Nav Assist, these industry-specific software packages are known as 'master-of-one solutions' and have already been deployed in many companies.

Challenge
Nav Assist’s package software had matured, and it faced the stage of considering a transition to the cloud. It had some issues with demonstrations and installations under the on-premises environment, and these issues were influencing sales activities.

Solution
Transitioning existing software to the cloud is easy with the FUJITSU MetaArc Partner Program, promoting a revolution in sales style and deployment support by providing everything to the customer instantly, including test runs and demos.

Benefits
- FUJITSU MetaArc digital business platform enables flexible migration to the cloud
- Fujitsu provides a full support program for transitioning Nav Assist’s package software to the cloud
- FUJITSU Cloud Service K5 encourages new business through partnerships and collaboration

Products & Services
- FUJITSU Cloud Service K5

“With a cloud version, there’s no need to use a demonstration model, and we realized that we can let customers use the actual system for free for a trial period, which revolutionized our sales style.”

Hitoshi Shimeki, Head of Assistant Manager, Logistics 1st Sect, Logistics Solutions Sales Department
Fujitsu provides service and storage products to support the ERP system’s efficient and stable operation to control the cost of the system.

New World Department Store China Co., Ltd. is one of China’s largest department stores. For many years it has developed forward-looking strategies such as ‘one market, multiple stores’ and ‘radiating cities’. It operates and manages a national, large-scale network, including 30 department stores with the ‘New World’ name and 12 department stores and malls in Shanghai with the ‘Paris Spring’ name, of which 37 stores are owned and five are managed by the company. Its general retail chain network covers 22 major cities in China, including Beijing, Shanghai, Shenyang, Wuhan and Chengdu.

Challenge
The vast amount of data produced by the ERP system presents a severe challenge to the performance of the IT infrastructure, and under performance can result in the slow operation of the business system.

Solution
Deployed two FUJITSU M10-4S UNIX servers and two FUJITSU Storage ETERNUS DX500 S3 products, to support the ERP system. In the customer membership card expansion project, it deployed two FUJITSU Server PRIMERGY RX600, six FUJITSU Server PRIMERGY RX4770 M1 and DX100 S3 storage.

Benefits
- Easily handles the data processing pressure during peak times
- Ensures 24/7 business continuity capability
- Enables easy and flexible expansion to satisfy business growth demands
- Reduces the cost of operation and maintenance

Products & Services
- FUJITSU M10-4S UNIX Server
- FUJITSU Storage ETERNUS DX500 S3
- FUJITSU Server PRIMERGY RX600 and RX4770 M1

“Fujitsu has provided a high performance and cost-effective IT infrastructure construction plan, which has helped us to handle data pressure from the rapid growth of our business.”

Yang Bin, New World Department Store
Challenge

- Physical machine scalability and agility was insufficient and the system was unable to meet the need for the flexible expansion of data processing and storage capacity.
- If the server and storage experienced a single failure point or data loss, the entire production line could cease operation, thereby causing significant economic losses.

Solution

For ROS production systems, Fujitsu provided Oji Paper with two FUJITSU Server PRIMERGY BX400, as well as one FUJITSU Storage ETERNUS DX200 S3. In the SAP system, two FUJITSU Server PRIMERGY BX400 were deployed, along with one FUJITSU Storage ETERNUS DX200 S3. These were deployed on the lower layers of the system by virtual means.

Benefits

- Introduced flexible scalability, meeting the needs for the next five years of business development
- Significantly reduced IT costs and protected IT investment
- Significantly increased the ROS production and SAP system’s sustainable operation capacity
- Significantly improved business processing speed

Products & Services

- FUJITSU Server PRIMERGY BX400
- FUJITSU Storage ETERNUS DX200 S3

“Through Fujitsu’s excellent infrastructure solutions, we provided our ROS production and SAP systems with high performing, highly available infrastructure, ensuring the efficient and stable operation of our systems.”

Shao Xiaobing, IT Office Chief, Jiangsu Oji Paper Co., Ltd.
To help Tianan Property Insurance improve the availability and scalability of its data center, Fujitsu provided a mid-range and high-end server and storage solution.

Tianan Property Insurance Company Limited was the first joint-stock insurance company in China and the fourth largest domestic property insurance company. Created in January 1995, the company has 33 subsidiary companies (including a shipping insurance center), 263 city-level sub-branches as well as 944 business outlets. Currently, the company has a product range with strong market competitiveness; Tianan is successfully promoting a new generation of core business systems, and working hard to find competitive IT advantages. Furthermore, Tianan has underwritten a large number of major, influential projects at home and abroad, winning customers’ trust and praise, and developing a significant brand influence.

**Challenge**
- Improve data center availability to reduce the pressure created by business switching.
- Expand data center scalability to meet the needs of future development.
- Minimize costs while ensuring that the data center reaches its goals.

**Solution**
Fujitsu provided a high-end and mid-range server and storage solution package for Tianan Insurance. This included the PRIMEQUEST 2800 E2 high-end server, ETERNUS DX8900 S3 high-end storage, PRIMERGY BX900 S2 blade server, PRIMERGY RX1330 M2, PRIMERGY RX2540 M1, PRIMERGY RX4770 M2 rack server, ETERNUS DX500 S3 mid-range storage and other products, helping Tianan Property Insurance create a highly available, high-performance, highly scalable infrastructure for its data centers.

**Benefits**
- The excellent after-sales service resolves any worries.
- Data center scalability is fully protected.
- Data center construction costs reduced, increasing cost-effectiveness.
- The overall availability of the data center was increased.

**Products & Services**
- FUJITSU Server PRIMEQUEST 2800 E2
- FUJITSU Storage ETERNUS DX8900 S3
- FUJITSU Server PRIMERGY BX900 S2
- FUJITSU Server PRIMERGY RX1330 M2
- FUJITSU Server PRIMERGY RX2540 M1
- FUJITSU Server PRIMERGY RX4770 M2
- FUJITSU Storage ETERNUS DX500 S3

"Fujitsu provided us with high-end servers and storage products. We not only enjoy the exceptional after-sales support, but also in terms of stability, scalability and other aspects, the products have outstanding performance."

Xia Zhengyu, IT Director, Tianan Property Insurance
Lotte Card was looking to introduce a new, safe, user-friendly payment system that revolutionizes how people shop and allows the company to take the lead in the very competitive Korean financial market.

Solution

Lotte Card adopted the Fujitsu palm vein authentication solution which allows a user’s biometric information to be read beforehand – enabling users to make payments at stores simply by holding their hand over an authentication device.

Benefits

- Enables users to make hands-free purchases
- Creates a new, safe, user-friendly way to shop
- Palm vein authentication is far less susceptible to fraud compared to other biometric methods
- Has enabled Lotte Card to become a leader in the very competitive Korean credit card industry

Products & Services

- Fujitsu non-contact palm vein authentication system

Established in 2002, Lotte Card is a credit-based finance business focusing predominantly on the credit card and instalment payment industries. With total assets reaching over 10.2 trillion KRW (approx. $9 billion) the company has emerged as a market leader in the rapidly expanding mobile financial services industry.

"Fujitsu has a keen understanding of Korea’s regulations and unique environment, and answered our request with its extensive experience and technological expertise."

Mr. Kim, Smart Business Team Head, Lotte Card Co., Ltd.
Wanting to promote the fintech industry, KFTC and Fujitsu worked together to create a user-friendly, secure authentication service for financial institutions.

KFTC is an institution based in Korea specializing in capital settlement and serving as an information intermediary for the nation’s financial institutions. It was established by joint investment from major banks, including the Bank of Korea, the nation's central bank. Responsible for overseeing 7.3 billion transactions in 2016, KFTC offers various payment settlement services, including CD Network, IFT Network, InterBank Home/Firm Banking Network, check clearing, Giro and accredited certification.

Challenge
The Korea Financial Telecommunications & Clearing Institute (KFTC) wanted to create a biometric authentication-based system that would allow financial institutions to provide safe, high-quality services as well as allow them to better manage confidential information.

Solution
Working in partnership with Fujitsu, KFTC adopted a biometric authentication system that included Fujitsu's palm vein authentication system and a Fujitsu SPARC M10 UNIX server, to ensure best practices for the safekeeping and transferring of authentication information.

Benefits
- Eliminates the need for slow, old-fashioned, real-name transactions
- Allows financial institutions to offer secure, high-quality, non-face-to-face solutions
- Reduces the risk of information being leaked and any resulting financial penalties

Products & Services
- Fujitsu non-contact palm vein authentication system
- Fujitsu SPARC M10 UNIX server

“We had experience developing a pilot system for palm vein authentication with Fujitsu.”
Im Chan Hyuck, KFTC
Gwangju City Hall

Gwangju City Hall Integrated CCTV Control Center ETERNUS Case Study.

Gwangju City Hall

Gwangju City Hall implements a new FUJITSU Storage ETERNUS DX8700 storage system to support the storage and management of 4TB, 4,200 camera CCTV system.

Gwangju City Hall manages services for 1,492,000 citizens (as of 2014) across five districts and 95 wards and is located at 111 Naebang-Ro, Seo-Gu, Gwangju, Republic of Korea.

**Challenge**

Gwangju City Hall needed a new IT infrastructure that could support the storage and retrieval of data from its network of 4,200 CCTV cameras.

**Solution**

Gwangju City Hall was provided with the FUJITSU Storage ETERNUS DX8700 system to ensure the best performance necessary for a robust system that can operate around the clock. The ETERNUS DX8700 system has unlimited capacity for additional data storage, and has a unique modular architecture that is flexible enough to meet the needs of a variety of businesses.

**Benefits**

- Development of an integrated control environment by combining individual CCTV and storage resources (DVR/NVR) into a single storage environment
- Cost-effective and flexible
- Since adopting the system in 2013, there has not been a single serious malfunction or error, assuring Gwangju City Hall of a stable system

**Products & Services**

- FUJITSU Storage ETERNUS DX8700
Acecook Vietnam JSC works with FUJITSU Logistic Solution Logifit to revamp the locally operated and managed logistics system by visualizing its local logistics.

With its headquarters based in Osaka, Acecook Co. Ltd manufactures and sells instant noodles. It established Acecook Vietnam JSC (ACV) in 1995 starting with the production and sale of instant noodles. Since then, it has released a number of products with its goal being ‘to raise the level of food as a whole in Vietnam’. Due to the success of Hao Hao in 2000, the popularity of its products extends to every corner of the country.

Challenge
Acecook Vietnam JSC (ACV) aimed to reform business management through revamping logistics, moving away from local logistics companies which previously completed data management and dispatch planning manually. It wanted to visualize its logistics to improve efficiency while reducing costs.

Solution
In partnership with Fujitsu, ACV leveraged FUJITSU Logistic Solution Logifit to develop an easy to use joint logistics information system using accurate geographic data to judge the optimal routes, while complying with loading regulations and local traffic restrictions.

Benefits
- Enabled logistics management to be brought inhouse, reducing costs
- Efficient transportation with appropriate dispatch plans
- Improvement of physical distribution quality
- Increased accuracy of delivery time and reduction of false delivery

Products & Services
- FUJITSU Logistic Solution Logifit

Acecook Vietnam JSC

“With this system, based on FUJITSU Logistic Solution Logifit, we will find an optimal route in the blink of an eye as it will automatically plan a dispatch route.”

Hajime Otsuki, Director, Acecook Vietnam JSC
Get involved
you’ll be in good company

We hope you choose to give a reference to Fujitsu. Your story will stand alongside other global brands and innovation leaders.

To see more of our customer case studies, please download our app “Customer Stories”

Or visit our dedicated customer stories channel on: YouTube.com/FujitsuCaseStudies

Let’s get started

If you’re interested in finding out more, please contact your Fujitsu Account Manager or get in touch with the Head of the Global Customer Reference Program, Umesh Patel at:

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