



Drive operational
excellence
through
a connected
workforce

shaping tomorrow with you

CITRIX® | **FUJITSU**



Reimagining field work in a connected world

Today's asset-intensive industries – notably utilities, energy, engineering, construction and facilities management – face a series of internal and external challenges.

Top 5 Challenges

1. Improve productivity
2. Enhance customer experience
3. Attract an emerging generation of workers while retaining experienced talent
4. Transfer of essential skills
5. Encourage collaboration while fostering innovation

To take each in turn:

Challenge 1: How to improve productivity

For the built environment, utilities and energy sectors the processes that underpin their businesses often prove deeply inefficient. An engineer on call rarely completes repairs on a first visit either because the right parts are unavailable or through a lack of knowledge. A colleague nearby may have the necessary part but this is immaterial if this information is not communicated to the right person at the right time. Meanwhile, on-site construction workers are unable to send regular site reports to headquarters that would otherwise help identify the need for extra support, materials and equipment. For characteristically capital-intensive businesses, where profit margins are already being squeezed, these inefficiencies have a detrimental affect on the bottom line.

Challenge 2: How to enhance customer experience

Inefficient processes lead to poor customer experience. Take a consumer who has taken time off work to have a boiler repaired. If the engineer on call lacks the relevant parts or expertise, a second visit will be required, adding to the inconvenience and frustration felt by the customer because it's the customer who will often have to rebook this themselves, rather than the engineer being able to do it. Similar inefficiencies in a business-to-business scenario – a repair to a water treatment plant, for example – lead to the same frustrations but on a greater scale and also affects business when a facility becomes wholly, or partially, unusable.

Challenge 3: How to attract an emerging generation of workers while retaining experienced talent

Born either side of 2000, millennials are about to enter the workforce in large numbers. Unfortunately, few will end up in traditional engineering roles either because of a lack of training or a lack of interest in the role. The result? A potential skills gap for the sector. Millennials have demands, expectations and habits markedly different to those currently in the workforce. Organisations will have to adapt their cultures accordingly, delivering the agile, innovative processes that mark out a modern workplace. Meanwhile, the existing engineering workforce is ageing and the two groups – young and old – need to be brought together with the right processes and tools to support their ways of working.

Challenge 4: How to transfer essential skills

And as the profile of the workforce begins to change, skills will need to be passed from the older generation of experienced engineers to the younger generation. Newly recruited engineers are typically given six weeks in-house training before they are sent out into the field. Beyond that, there is little formal skills transfer. Without skills and knowledge being passed on from one generation to the next, expertise will be lost to the organisation.

Challenge 5: How to encourage collaboration while fostering innovation

Field engineers, moving from location to location, often work in silos. The businesses themselves are dispersed – both geographically and organisationally – and characteristically have been slow to invest in technology and failed to integrate operational and information technology. As a result there is little synergy between the two, and missed opportunities when it comes to innovation that would improve processes, cut costs and enhance the customer offering. A construction firm, for example, that has no sight of the assets it owns is likely to have to spend additional capital on machinery when a new contract begins.



Connecting intelligence for competitive edge

If those are the challenges, what is the solution? The answer lies in creating a connected workforce able to collaborate and respond to issues in a timely manner, and to better serve its customer-base as a result.

In short, it means field workers armed with anytime, anywhere access to data and applications:

1. Providing instant access to real-time information

When real time access to information is available, field workers are equipped with intelligence that lets them work in the most efficient and safest way. Scanned stock – using RFID and Augmented Reality codes, for example – and Internet of Things-enabled assets mean easy identification of required parts and a properly replenished connected van. This drives intelligent automation and better decision-making.

2. Giving greater choice and flexibility to the modern workforce

More and more organisations are required to support multiple devices, access methods and user types to support Bring Your Own Device (BYOD), Choose Your Own Device (CYOD) and Bring Your Own Apps (BYOA) initiatives. By promoting these initiatives the employer will attract new talent, meet changing user demand and arm the workforce with the devices and applications they need to support their job, devices and applications, so enabling them to work wherever they are in a productive and secure way.

3. Delivering benefits to the customer

By giving field workers access to the right tools and information at the right time, jobs scheduled for the day can be done in order of importance and based on the most efficient route. The number of repeat visits is drastically reduced and projects are completed at a faster rate. The benefits of a connected workforce not only impact the companies themselves, but their customers too. Service improves and reputations are enhanced.

4. Improving efficiency and reducing costs

Connected online systems enable the pre-population of forms, which not only saves time, but allows for the removal of paper from the business resulting in more effective data protection. As a result, laborious and time-consuming processes – albeit necessary to meet regulatory demands – become more cost efficient, simple and accurate. The use of collaborative mobile technology reduces the reliance on paper-based systems to track and audit changes and repairs. As a result, the workforce is able to spend more time concentrating on higher value and more fulfilling tasks. Moreover, network connected sensors polled to access current status reduce manual site checks, refocusing engineers on higher value tasks.

5. Nurturing secure and collaborative working

Shared knowledge and collaboration across all working parties means they can operate as a single team. For example, connected field workers are able to get instant alerts to changes in working conditions and accelerate the process of getting customer orders back to headquarters. These workers are also given online access to 'how to' guides and are able to connect to colleagues for advice. Beyond the organisation itself, collaborative working allows sharing with third parties across the entire supply chain.

6. Strengthening fraud prevention and regulatory compliance

By connecting the workforce, organisations can deliver joined-up processes to ensure they are in a position to meet today's – as well as tomorrow's – regulatory demands. By moving from paper to digital, customer records can be stored securely, recorded correctly, retrieved when and where necessary, submitted remotely and maintained centrally.

The benefits of a connected workforce in the built environment, energy and utilities

Customer benefits

- High value customer interactions
- Multi-channel and tailored customer journeys
- Improved appointment time scheduling and planning
- Quicker project delivery

Company benefits

- Brand differentiation
- Customer insights
- Joined-up customer channels
- Greater operational excellence
- Faster resolution times
- Fewer repeat visits required
- Better communication with supply chain

Employee benefits

- Increased productivity
- Safer and more secure worker conditions
- Transformed working experience

Empowering a connected workforce

To address the challenges outlined earlier requires a cultural change, an understanding of the connected workforce and technology that delivers on that promise. That's where Fujitsu's Workplace Anywhere comes in. It is a managed service that provides a personalised computing and communications solution to field workforces, whenever and wherever they need it – increasing productivity, enabling greater innovation and reducing costs. Workplace Anywhere is centrally managed and securely delivered.

Workplace Anywhere enables dispersed colleagues to become a connected workforce. It arms employees with the right assets and information whenever and wherever they need it regardless of device.

Its features include remote file-sharing, issue logging and real-time scheduling to ensure business continuity and security within an environment that is fully measurable and cost effective. For businesses it means peace of mind – secure, compliant and future proofed.

Fujitsu Connected Workforce delivers:

Application access anywhere

With remote, secure cloud-based updates, applications will always be:

- Up to date
- Accessible from any location
- Available across multiple devices

Fujitsu will review your organisation's application usage, helping to rationalise your portfolio, which in turn will reduce costs and management overheads while continuing to provide the latest versions of the most appropriate software.

Data, safe and secure

A centrally-managed and hosted security solution means the right access controls are in place and offer the highest levels of encryption to satisfy all compliance requirements.

The right device for the right job

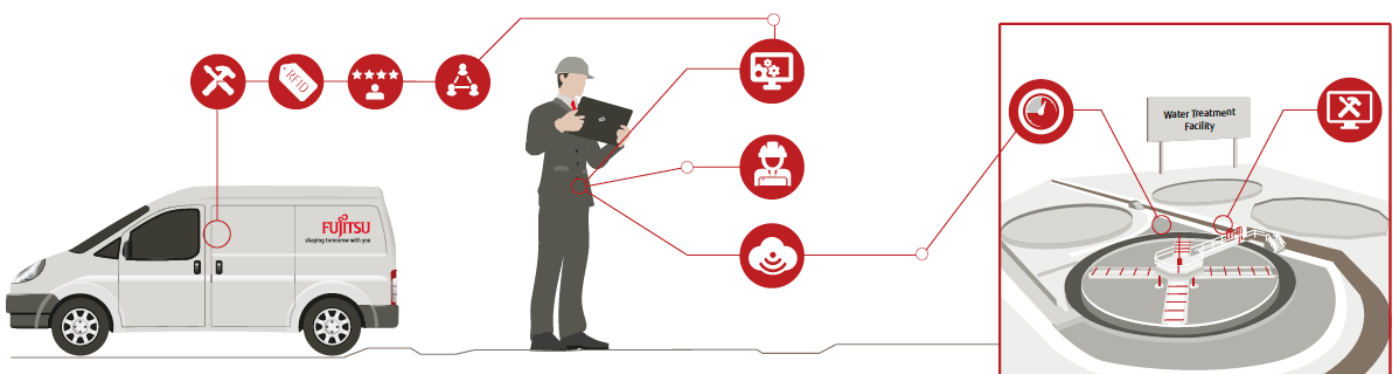
Choose from one of the broadest portfolios of end-user devices, and select by form factor, manufacturer and operating system. Fujitsu also provides expert support and advice to help you implement workable BYOD, BYOA, CYOD strategies for your organisation.

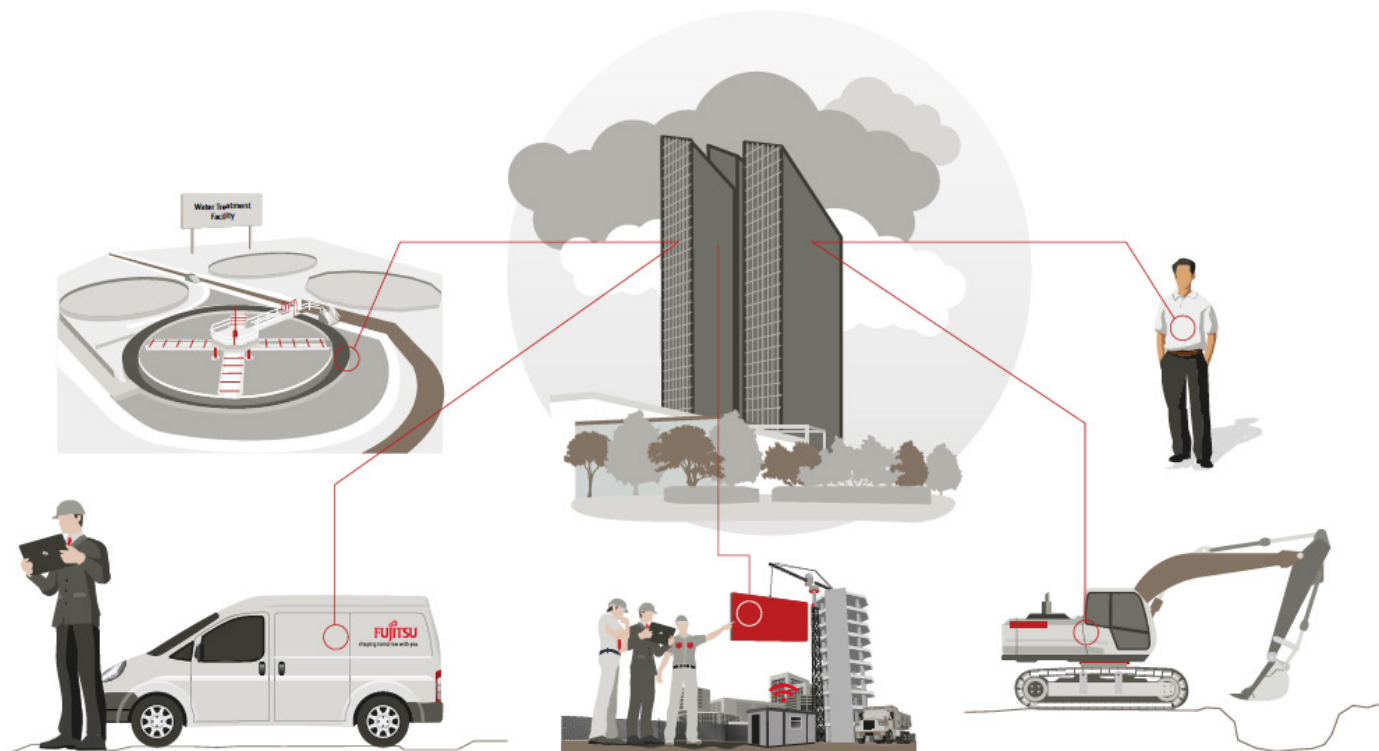
All the support you need

From a single point of ownership and accountability to managing the entire computer and communications life cycle, Fujitsu is the perfect support partner. Fujitsu will coordinate maintenance and consolidate service contracts, ensuring consistent, global delivery of service level agreements to guarantee the best possible business continuity and reduced downtime. Our multi-lingual Service Desk is on hand to offer further support to users when it's needed.

Meet IT transformation and cost-saving objectives

- Scale to the diverse needs of your changing workforce
- Keep data safe and secure across a growing range of mobile devices and wearables
- Standardise your technology and services to reduce costs
- Maintain costly legacy systems while investing in new technologies for digital and cloud innovation
- Stay in control while embracing IT consumerisation and BYOD
- Reduce the burden of constant IT upgrades





Why Fujitsu

Positioned by research specialists Gartner as a leader in end-user outsourcing for three years running, Fujitsu has over 80 years experience of managing complex environments.

A unique blend of Japanese ownership, global reach and local accountability means that Fujitsu has a long-term vision and commitment to help companies achieve results. At Fujitsu we help unlock innovation and drive operational excellence.

Doing it ourselves

Fujitsu boasts a strong engineering heritage, employing 159,000 people around the world, spending \$1.7bn a year on research and development and holding 97,000 patents globally.

Understanding your needs

Fujitsu designs its products and services to match customer ambitions, and is always ready to respond to large scale, societal megatrends.

At Fujitsu we take a consultative approach by understanding needs and challenges with customers and partners to achieve lasting results.

Providing a single point of contact for all IT needs

Fujitsu delivers all aspects of information communications technology from mobile phones to the most complex and sophisticated digital technology. We have a 24/7 operations centre and a four-hour fix rate UK-wide.

Believing in innovation through partnership

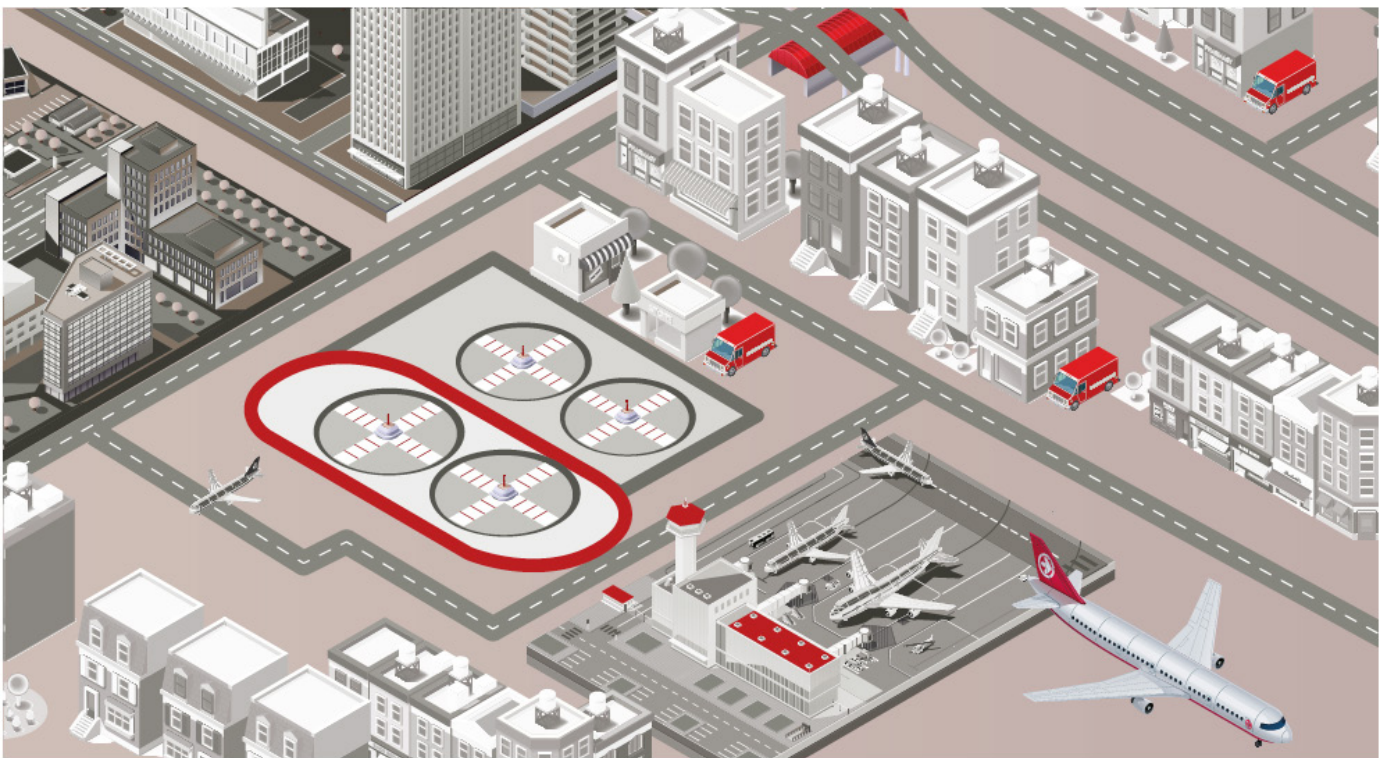
Fujitsu and Citrix have been worldwide strategic partners for over ten years delivering workplace innovation in more than seventy countries. Fujitsu embraces the Citrix product portfolio, combining key offerings for both virtual desktop and managed mobility into market leading joint technology solutions.

Committed to adding value

By bringing people, information and infrastructure together Fujitsu helps create connected organisations and industries.

What Fujitsu brings to your business

- Vision and execution of end-user services. Fujitsu is positioned as a leader in Gartner’s Magic Quadrant for End User Outsourcing Services (EUOS) in Europe
- Management of complexity
- Execution through innovation and operational excellence
- Delivery through a managed service, utility model
- Protection of critical business information without sacrificing market responsiveness
- Delivery of business-critical applications and data to any device



Success stories

Don't just take our word for it. Fujitsu has been working with construction, engineering, energy, utilities and facilities management companies for many years, helping them drive operational excellence through a connected workforce.

Case study: Metawater

Japanese water services company, Metawater, faced two related challenges: how to improve efficiency because they were managing and repairing aging water supplies, and transferring the skills and experience in water facility repair and maintenance from a generation of engineers approaching retirement to the next generation workforce.

The solution to both involved arming engineers with tablet computers running Augmented Reality software. Using the tablet's built-in camera, the engineer is able to view a component with relevant information about it overlaid on the screen. The engineer can annotate reports with photos and audio recordings should he or she notice anything wrong. Moreover, inspection data is stored on the server for analysis, while onsite observations help predict component failure, as does data collected from sensors installed throughout a water facility. Predictive analysis avoids expensive repairs, facility downtime and unnecessary onsite inspections.

Case study: Gatwick Airport

London Gatwick is the world's busiest single-runway airport, handling some 40 million passengers a year. In an effort to improve customer service and increase operational efficiency it recently introduced a cloud-based telephony system.

The technology solution is designed to better connect frontline staff – working in the terminals and on the airfield – with the back office staff that need to implement changes and make strategic decisions. “We were looking for a total, unified, end-to-end communications solution that could meet not only the needs of our staff and our complex operation but also that of our partners who operate here, such as the airlines and the ground handlers,” explained Michael Ibbitson, CIO at Gatwick Airport.

“The objective,” said Mr Ibbitson, “is a seamless travel experience, to move passengers through the airport quicker, with greater levels of customer service.”

“Using the tablets allows less experienced operators to spot problems easily by comparing the situations they encounter with stored images of normal operations.”

– Yasushi Nakamura, Director, Metawater

Let's connect

Discover how Fujitsu can help your organisation reach operational excellence through a connected workforce

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