



Presenting
Fujitsu Americas

FUJITSU

Working “with you” for strategic business outcomes

Fujitsu is a relationship-driven IT services provider with a mission to help customers realize significant business value from their IT investments. We use our skills, experience, tools and methodology to deliver an agile IT environment that is aligned to a company's business strategies, whether the goal is to lower IT operational costs, improve efficiencies, support business development or gain a sustainable, competitive advantage.

How does Fujitsu partner with customers?

Decades of helping customers overcome their IT challenges give Fujitsu a unique perspective when IT strategy meets IT reality. Organizations around the world have come to rely on Fujitsu as a trusted partner who understands their business and IT challenges and knows how to overcome the obstacles and maximize the IT environment and investments to drive sales, lower costs and reduce risk.

Cutting costs, complexity and time-to-market

Our experienced team helps organizations proactively manage IT growth, rationalize operational technology spend and confidently plan for future technology changes. We find innovative, yet affordable ways to bring isolated, inefficient applications into the mainstream and manage a portfolio that drives maximum business value.

A trusted partner who
understands today's business
and IT challenges

Matching technology to business needs

Our experienced business and ICT consultants are proficient listeners, working with customers to understand and help define what success means. We carefully analyze the business environment, current infrastructure, challenges and how the business is evolving to address changing needs and help customers achieve their ambitions responsibly. We offer full array of business transformation services and solutions all designed to create an agile IT environment delivering real and sustainable business value.

Enabling businesses to grow, perform and continuously improve

Fujitsu manages one of the leading enterprise application support practices in the Americas, including the US, Canada, Caribbean, Central America, Mexico and Brazil., where we have a strong track record of delivering successful enterprise application projects and meeting the application outsourcing needs of our customers.

We are experienced in working with Enterprise Resource Planning (ERP) systems from all of the leading vendors.

Our expertise extends to associated technologies including cross-technology applications such as mobility, analytics and business intelligence as well as business process applications such as human capital management and planning, and consolidation.

Our consultants work with customers to make the right application choice to fit an organization's unique needs and processes, offering cost-effective services and a complete lifecycle approach to reduce the total cost of ownership of the package environment. We will work with you to plan, implement and manage a variety of enterprise packaged application solutions, including enterprise resource planning, supply chain management, business intelligence, data warehousing, and much more.

Our packaged enterprise application solutions help organizations move from a position of reacting to change to a proactive, assertive and powerful agent of change.



Providing services and technology that keep businesses running

Many global organizations rely on Fujitsu managed services to ensure the reliability and availability of their ICT systems and networks. Our approach to managed ICT infrastructure services improves efficiency, reduces the total cost of ownership (TCO) and minimizes risk.

As part of the world's third largest IT services company, we leverage a broad range of technology that complements our comprehensive service delivery capability. We can either provide an organization with a complete end-to-end Fujitsu solution or deliver an integrated solution from multiple vendors.

Connecting people, businesses and communities

The worldwide pool of Fujitsu expertise across all aspects of networking technology helps connect people and businesses across the Americas and the world. Our unified communications solutions provide a managed network infrastructure, increasing productivity and mobility. We work with customers to design, manage and change your programs to create a transformation-capable IT infrastructure that truly benefits the people that actually use them.

Improving efficiency with cloud computing

Our Fujitsu Cloud Services offers a highly flexible model for integrating ICT infrastructure, platforms and applications, allowing customers to match technology systems and costs directly to the organization's changing business needs. Fujitsu meets the needs of local and global organizations by offering a broad range of cloud services across Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) provisioning models.

■ **Designed for the enterprise**

Fujitsu Cloud Infrastructure as a Service (IaaS) offerings are delivered from green Fujitsu data centers that provide extremely high levels of data protection, availability and security. The Fujitsu Private Hosted Cloud IaaS is delivered from our data centers in Dallas, Texas and Sunnyvale, California. Fujitsu delivers other cloud services from facilities in California, Texas, North Carolina, Saskatchewan and Trinidad in the Caribbean.

■ **Flexible delivery models**

Fujitsu delivers its cloud services through private cloud, public cloud and Fujitsu trusted cloud models. The Fujitsu trusted cloud model is a hybrid platform that combines public cloud ease of use with the confidence and security of the private cloud. Services are hosted in North American data centers with secure private connections to a customer's network.

■ **Trusted and local**

Fujitsu cloud services meet the stringent data security and reliability needs of North American financial institutions, industrial companies and government agencies. Data is secure yet readily available to authorized users.





Why Fujitsu

Local touch. Global reach.

Our long-term commitment to our customers, global reach, broad industry expertise, portfolio of mature offerings and local commitment set us apart.

With global capabilities and deployment, we serve multi-national customers in a consistent manner, all while our local customers get an IT partner that is in tune with individual market conditions and customer requirements and can make decisions quickly.

Empowered people

The Fujitsu management structure encourages local autonomy so decisions can be made quickly. Our local management teams are empowered to promptly respond to customer needs without multiple levels of international approval required by some of our competitors.

Global leader in sustainability

Sustainability is a key part of the Fujitsu culture, and we have received numerous awards in recognition of our global leadership and innovation in this area. We made a long-term commitment to sustainability in 1938 when we created a parkland environment for our first factory. By 1989, we established an environmental committee and, in 2002, we installed the world's first plant-based, biodegradable plastic parts in notebook computers. One year later, we achieved zero waste emissions in all of our Japanese plants.

Our sustainability principles

- Reduce the environmental impact of our products
- Conserve energy and natural resources, and practice “reduce, reuse, recycle” (3Rs) methods
- Reduce risks to human health and the environment
- Provide ICT products and services that help customers reduce the environmental effects of their activities and improve energy efficiency



- Disclose environment-related information on our business activities, products and services, and utilize the feedback to further improve our environmental programs
- Encourage our employees to work to improve the environment

Our brand promise

Although we are a technology organization, what really sets us apart is the way we work with customers. Our brand represents a way of working that places our customers at the forefront of everything we do.

“Shaping tomorrow with you” is the key to our promise:

- “Shaping tomorrow” is all about creating visionary strategies that look beyond the present to help increase our customers’ competitiveness through the application of people and technology.

- “With you” emphasizes our focus on collaborating with customers in everything we do. We start by understanding our customers’ business and working with them to harness the power of technology to achieve their goals.

Customer-first approach

Fujitsu invests billions in technology innovations and industrialized IT to address our customers’ business challenges, and we remain agile and responsive to adeptly respond to changing needs and requirements. We see challenges through the eyes of our customers and empower our people to explore unconventional and bold methods to meet and exceed customer expectations. This is the “Fujitsu Way”, and it is part of our DNA. It uniquely positions us to deliver an unbeatable customer experience.

shaping tomorrow with you



Who is Fujitsu?

Fujitsu Globally: Leading provider of IT products and services

Following a vision to create a Human Centric Intelligent Society, Fujitsu offers technology solutions and innovations that improve the world and the lives of the people who live in it, working to resolve social issues, shape new industrial growth strategies and improve business performance. Living and working the Fujitsu Way, employees adhere to a core set of principles that foster exceptional customer service and good corporate citizenship.

By the numbers, Fujitsu:

- Is the leading global Japanese ICT company operating in five regions and more than 100 countries
- Reports annual revenue of more than \$50B
- Is 75+ years in business
- Employs approximately 162,000 employees
- Spends more than \$2B annually on research and development (R&D)
- Manages a global portfolio of more than 100,000 granted and pending patents
- Operates more than 100 datacenters worldwide
- Has a distinguished track record serving world-class customers including more than half the Global Fortune 500
- FORTUNE named Fujitsu as one of «the World's Most Admired Companies» in 2014

Fujitsu Americas

A flexible and adaptable local partner with offices and key resources in every major market across the continent

- 30+ years in the Americas region, including the US, Canada, Caribbean, Central America, Mexico and Brazil; strong footprint in the market
- More than 7,000 employees serving our customers
- Focus areas include vertical solutions, consulting and systems integration services, application, infrastructure and customer services, enterprise systems and customer systems
- Research and development operations in California, Texas and North Carolina
- State-of-the-art data centers in California, Texas, North Carolina, Saskatchewan and Trinidad
- Global service desks in Quebec and Costa Rica



Message from the Fujitsu team

At Fujitsu Americas, we know that our success is dependent on the relationships we build. That's why we're committed to nurturing "relationships for life" with our customers and the world around us. We're in it for the long haul.

For our customers, our job is to know their business, the challenges they face and where they want to go – then partner with them to pursue their most ambitious objectives. Inherent in our Japanese heritage is a commitment to quality and loyalty, so our relationships by nature are genuine and life-long.

For the world, our desire is to create a better today and an even better tomorrow, innovating new technologies that improve people's lives and make them more fulfilling. To that end, we always work for the greater good – putting society over self – and strive to build a sustainable and prosperous future for generations to come.

Together, these relationships make us who we are. They make us Fujitsu.



Investing in the future of the Americas

Fujitsu has been an integral part of the Americas ICT landscape for more than 30 years. We continue to invest in our employees, infrastructure, product offerings, and local research and development efforts in this region.

People

Fujitsu employs more than 7,000 employees who serve our customers in the Americas. We place a high priority on attracting and retaining talented people and fostering a “high-performance culture” focused on helping our customers achieve their desired business outcomes.

Capability

Fujitsu leverages its substantial investment in the Americas within its service desks, network management centers and data centers to deliver high-value services to customers in this region.

Research and Development

Fujitsu operates research and development facilities in California, Texas and North Carolina to develop software products for the worldwide market.

Portfolio specifics

Fujitsu helps customers achieve world-class operational efficiencies, improve their strategic focus and simplify their organizational structure through comprehensive, innovative and competitive solutions that address a wide variety of business needs.

Managed infrastructure services

Fujitsu Managed Infrastructure Services helps businesses cut costs and boost efficiency through technological innovation and a focus on high-quality service design.

- Our **Managed Security Services** reduce cost and risk by pushing security policy over the Internet to on-premise network devices or end-points anywhere in the world.
- Our **End-User Services** including Client Distributed Infrastructure Managed Services and Service Desk help customers maintain total operational efficiency at all times.
- We offer an extensive portfolio of **Enterprise Services** including Data Center Managed Services, Remote Infrastructure Management, Cloud IaaS Services and Private Cloud IaaS.
- Backup as a Service, IT Management as a Service, Managed Mobile, BioMetric as a Service, and many other SaaS offerings.
- We provide custom, flexible and scalable **Field Engineering and Support** services using Fujitsu-badged field engineers with a single point of contact.

we're committed to nurturing
“relationships for life”

Application services

Fujitsu continuously improves and transforms customer applications to ensure they are optimized for today and adaptable for the business needs of tomorrow.

- Our **Customer Relationship Management Services** help build customer loyalty, streamline sales and marketing processes, and identify new revenue opportunities.
- **Industry Services** offer a tailored mix of products, professional services and managed services for customers in all industry verticals.
- We implement and integrate industry-leading **Enterprise Resource Planning (ERP)** solutions from partners Oracle®, SAP and Salesforce.com.
- Our best-in-class **Application Development and Integration** services include platform optimization, application enhancement, and applications and systems integration.
- We offer **Application Modernization and Migration** services to move legacy applications to Web-based applications with reusable components that are more flexible and easier to maintain.
- Our lean **Application Managed Services** manage and transform your application portfolio while maintaining the environment.

Business services

Fujitsu business services ensure that our customers' IT operations quickly and efficiently adapt to new business requirements and are delivered utilizing the most cost-effective model.

- Our **Performance Management** offering creates a continuous improvement culture that optimizes response times, costs and quality by eliminating waste.
- Our **Cloud Advisory Services** provides our customers with an assessment of how cloud affects a particular business, the associated benefits and risks, the various options available in any given environment and the supporting metrics to measure success.

Computing Products and Solutions

Fujitsu offers a full range of highly-reliable computing and communications products to deliver added value to customers.

- We offer a wide range of **Enterprise Computing** hardware and software products designed to maximize the value of our customers' IT infrastructures.
- We offer **Enterprise class solutions** in the areas of data protection, VDI and SAP HANA as well as virtualization/orchestration and BPM/SOA.
- Our **Retail Solutions** provide a seamless, interactive environment where customers can research, shop and buy anywhere, anytime.
- Fujitsu entities design, build and service our mobile products, delivering levels of reliability that are well above industry standards. Our mobile products are often used in the areas of Sales Force and Field Force Automation where our innovative offerings provide business benefits.



Industry solutions

Fujitsu designs, builds and operates IT systems and services for customers in a wide range of industries and the public sector.

- We provide world-class solutions for helping **manufacturing** companies improve efficiency, reduce costs and gain maximum benefit from their global assets.
- We offer a wide range of services for the financial services industry that help drive business growth while improving operational efficiency and business agility.
- Our **healthcare** solution helps maintain clinical outcomes while ensuring the integrity and confidentiality of patient information.
- We help **retail** companies become more agile with end-to-end solutions that encompass not only the store but also related applications and infrastructure.
- Our **education** industry services include instructional assessment, planning and implementation services for pen-and-touch products with an emphasis on professional development. Our education customers depend on the reliability, quality and innovation of Fujitsu 2STYLISTIC® Q703.
- We help the **public sector** leverage technology to improve government program delivery, effectively manage policy objectives, reduce costs and maximize resources.

Cloud

Fujitsu has the most complete, end-to-end cloud portfolio in the marketplace – and we are constantly evolving it to meet future demands and new customer requirements. Today, Fujitsu provides cloud services to more than 3600 customers worldwide.

- Our **Cloud Advisory Services** provides our customers with an assessment of how cloud affects a particular business, the associated benefits and risks, the various options available in any given environment and the supporting metrics to measure success.
- Our highly trained team of certified experts provides the support needed to get the most out of our customers' **Software as a Service (SaaS)** and salesforce.com investments.
- **Cloud Infrastructure as a Service (IaaS)** combines the benefits of cloud computing, scalability, reliability, availability and a pay-per-use pricing model.





An overview of who we serve

Fujitsu plays an important role in providing ICT services and solutions to almost every industry in the Americas.

Fujitsu provides everything from highly-reliably enterprise systems to robust desktop PCs to help students from middle schools to universities take advantage of new learning technologies.

Our complete solutions for healthcare institutions, ranging from data centers and highly-reliable tablet PCs to time-saving patient sign-in kiosks, reduce administrative work so staff can spend more time delivering patient care.

We help law enforcement organizations maximize the value of their ICT systems to improve community safety.

Our innovative ICT solutions for financial services organizations meet the specific and varied needs of customers while understanding and maintaining strict adherence to government regulations.

Fujitsu helps retailers and restaurants deliver better customer service with faster, more efficient and sustainable technologies and infrastructures.

Fujitsu provides ICT solutions that help airlines and automotive manufacturers run their operations efficiently and cost-effectively.

Fujitsu works with the utilities industry to ensure their customers are correctly and efficiently billed.

Creating visionary strategies: Fujitsu innovation

Fujitsu investments in innovation, talent and capabilities are focused on creating successful outcomes for our customers and society.

Fujitsu innovation efforts put new ideas into practice and build business solutions that meet the challenges of tomorrow. In fact, Fujitsu invests more than \$2B annually on research and development annually and holds more than 100,000 patents.

The diverse talents of our people enable us to deliver unique solutions that address our customers' varying circumstances, adding unparalleled value to their business. To ensure we remain a company with the best and brightest in the industry, we manage a robust employee engagement program focused on the Fujitsu Way, customer-centricity and boosting employee morale.

Fujitsu capabilities are always growing. Today, we manage 100 data centers in 16 countries and platform solution centers in seven countries for seamless global delivery. We partner with global leaders including Microsoft, SAP, Oracle, CA Technologies, Salesforce.com, Symantec and Intel to deliver synergistic solutions that truly increase our customers' competitiveness.



Industry Recognition

Fujitsu has dozens of case studies that demonstrate our ability to provide substantial business benefits to our customers in North America. We lowered total cost of ownership (TCO) for one customer by centralizing their user management system across their SAP landscape. We improved service capacity and strengthened process accountability for a large police department. We provided a more efficient strategy and plan to help a major propane supplier improve their response times. We created a virtually flawless infrastructure that eliminated downtime for a hospice. A major retailer reduced maintenance and service costs with our point-of-sale technology.

Major IT industry analysts recognize Fujitsu Americas as a "leader", "strong performer", "visionary" and "major player" among many other accolades. We also received numerous industry awards that recognize our innovation efforts, technical leadership and demonstrated commitment to the environment. We hold ISO 9001:2008 certification for quality management, and our operations in Canada and India hold certifications in the prestigious Capability Maturity Model Integration Level 3. And, according to the TBR cloud benchmark report from April 14, Fujitsu is ranked second in terms of revenue for cloud services globally. This is particularly impressive since Fujitsu serves enterprise customers and not consumers, who are credit card paying public cloud users.



About Fujitsu Americas

Fujitsu Americas is comprised of Fujitsu America, Inc., Fujitsu Canada Inc., Fujitsu Consulting (Canada) Inc., Fujitsu Caribbean (Bahamas) Ltd., Fujitsu Caribbean (Barbados) Limited, Fujitsu Caribbean (Jamaica) Limited, Fujitsu Caribbean (Trinidad & Tobago) Limited, and Fujitsu Brazil Limited.

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Fujitsu is a leading ICT solutions provider, where its business in the Americas includes operations in the US, Canada, Caribbean, Central America, Mexico and Brazil. Fujitsu enables customers to meet their business objectives through integrated offerings and solutions including consulting, systems integration, managed services, outsourcing and cloud services for infrastructure, platforms and applications, data center and field services, and server, storage, software and mobile/tablet technologies.





shaping
tomorrow
with you

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