



Fujitsu SAP Practice

Our Capability Offering - Logistics

Engaging customers more effectively through simplified, consistent and innovative solutions

What is the Fujitsu Difference?

Fujitsu Limited is the leading Japanese Information and Communication Technology (ICT) Company offering a full range of technology products, solutions and services. Approximately 170,000 Fujitsu people support customers in more than 100 countries. Established in 1935, the organisation has an annual turnover of approximately US\$47 billion.

Fujitsu Australia Limited is a wholly owned subsidiary of Fujitsu Limited (Japan) with a local turnover of approximately A\$1bn per annum. Its operations are headed by Mike Foster (CEO) Senior Vice President and Head of Oceania who reports directly to the President of Fujitsu Limited. We are a full service provider of sustainable, end-to-end ICT solutions with over 300 customers and over 5,100 highly skilled professionals across all states and territories including regional centres. As a full service provider of information technology and communications solutions, Fujitsu partners with its customers to consult, design, build, operate and support business solutions. Fujitsu is recognised as one of the largest ICT companies in the Australian and New Zealand Marketplace.

Fujitsu has been a trusted SAP Global Partner for over 40 years. We have successfully helped thousands of customers worldwide to simplify, innovate and grow. Our expertise with SAP solutions, combined with our in-depth industry and technology experience helps empower our customers to achieve their business objectives and take the lead over their competitors.

Most recently, our SAP Practice has extended its footprint by introducing specialised solutions throughout the SAP landscape. Our vision is to harness our current capabilities, IP and industry knowledge, to become a recognized and trusted industry leader. We are committed to working with our customers to create measurable value add that is aligned with their strategic direction and business objectives. Supported by our Global Delivery Centres, not only can our SAP Practice deliver specialist SAP solutions, we own multiple state of the art tools and applications with SAP integration capabilities to truly transform an organisation's end-to-end business process in a digital and operationally connected world.

Fujitsu Australia's SAP Logistics Practice is comprised of highly skilled and experienced consultants. Our professionals are Subject Matter Experts both in Business Process and SAP Domain knowledge. They possess broad and cross functional skills, complimented by a strong ERP Finance Practice covering Finance and BI solutions. Our Logistics Practice utilises the latest SAP technologies to deliver advanced solutions, supported by Technical Practices experienced in the latest SAP technologies such as PO and MII and leading edge Mobile solutions as well as S/4HANA.

What is our SAP Capability and Service Offering?

SAP Logistics

SAP Procurement Solutions

- Procurement (Materials and Services)
- Inventory Management
- Contract and Vendor Management
- Travel Management
- Transport Management
- Real Estate

SAP Supply Chain Management

- Demand Planning
- Supply Network Planning & MRP
- Production Planning and Detailed Scheduling
- Capacity Planning
- Logistics Execution – Warehouse Management, Shipping and Transportation

Within our Logistics Practice Fujitsu has an Enterprise Asset Management (EAM) line of business incorporating both Plant Maintenance and Customer Service (PM/CS) functions. The team is comprised of senior consultants with specialist skills gained from strategic partner alliances to provide complimentary industry leading experience and design skills. Together we bring a broad range of experience across Asset Management, Reliability Engineering and Maintenance Strategy.

The SAP Enterprise Asset Management team has considerable experience in designing and implementing both simple and complex solutions for Fujitsu customers across a variety of commercial and industrial areas. The experience is also strengthened by each consultant's previous work history in various EAM Industry or Business roles.

What is our SAP Capability and Service Offering?

SAP Maintenance / Enterprise Asset Management (EAM)

SAP Enterprise Asset Management

- Plant and Equipment Maintenance
- Linear Asset Management and GIS Integration
- Services Management
- Quality Assessment/Inspection
- Quality Management – Internal/External
- Mobility for Field Engineers

What Does Success Look Like?

Fujitsu has been presented with over 20 "SAP Awards of Excellence", Architecture and Innovation have garnered 3 awards and implementation services have been conferred upon Fujitsu's SAP practice on 18 occasions.

- Telstra – Best run SAP EAM Implementation Award, 2013
- Pinnacle Award for Innovation, SAP HANA, 2012
- Ausgrid – Best SAP Upgrade Award, 2011
- Best Business Intelligence – Channel Partner, 2010
- Best ERP – Channel Partner, 2010
- Best ERP Implementation Award, 2009
- Best All-in-One Implementation, 2006
- Excellence Award for Innovation, 2005
- Best SCM Implementation, 2005
- Road Traffic Authority – Best Industry Solution Award, 2004

What Logistic Solutions have we Implemented for our Customers?

Fujitsu has designed and implemented numerous solutions for our customers across Australia and New Zealand. Below is just a snapshot of some business challenges that have been transformed into successful solutions.

Mobile Solution for Field Technicians

What was the Business Need?

- Mobile solution to enable the field workforce to focus effectively on repair & maintenance of the network.
- Access to real-time information allowing field technicians to identify the most appropriate part for a spares request to resolve a fault / perform incident management.

What was the Solution?

- An Online Portal accessible by the Field Workforce on Mobile Devices.
- The Parts Actual toolkit provides the user with an application which amalgamates the various transactions required in SAP to perform the Parts Actual process in a logical and easy to use fashion allowing users to perform goods issue and goods receipt, Equipment Installation and Dismantling & create logistics execution documents.
- The Task Enquiry enables the user to perform Logistics tasks such as Spare Part Pick-up and Put-aways.

What was the Result?

- Enabled 4000 Field Technicians to perform their role in an efficient and effective manner.
- Simplification of complex workflows / SAP transactions for Field Workforce through the Portal solution.

Track and Trace Solution

What was the Business Need?

- Integration with Transport providers for execution of courier activities.
- All track and trace events and related logistics activities need to be tied back to the Spares Work Orders to drive the ETA calculations. For spares tasks for ITAM tickets of work, any initial ETA (Accept), ETA updates and also the Dispatched and Delivered line item level changes and the resulting Completed status on the Spares Request need to be sent back to ITAM.

What was the Solution?

- Logistics Track and Trace - status of delivery. Within the Spare Part Request, receipt of these messages will be tied to Goods Issue, Goods Receipt and the PM Spares Request Work Order Operation level status. This will include Acceptance or Rejection of Booking Request.
- Courier details are delivered by the Track & Trace capabilities of the Outbound Delivery data in the Spare Parts System (SPS).
- When the courier company receives either the booking request or the manifest, a track & trace interface will be triggered to advise if the booking request/manifest has been accepted or rejected. In the case of the booking request the courier company will also advise the consignment note numbers used against each of the deliveries. The status (Accept or Reject) and the consignment note number (if applicable) will be recorded against the SPS delivery.
- Once the goods are picked up at the source location, the courier will send a Track and Trace message to inform the items have been picked up.
- When the T&T dispatch message is received by SPS, if the pick location is unmanned the goods issue (GI) and warehouse pick transfer order will be confirmed (if applicable) automatically.
- Once the goods are dropped off at the destination location, the courier will send a T&T message to inform the items have been dropped off.
- When the T&T delivered message is received by SPS, if the drop-off location is unmanned the goods receipt (GR) and put-away transfer order confirmation (if applicable) will take place automatically.

What was the Result?

- Real time Track & Trace with the transport provider has enabled real time despatch of Communication Technician (CT) once confirmation of delivery is received.
- Point to Point courier requests via integrated Transport Order requests to the transport provider.
- Work Order operations can automatically create follow-on CT tasks for pickup / drop off / adhoc part movements.
- Event & Escalation Management (pro-active monitoring of ETA based on dispatch and carrier pick-up).

Event Management Solution

What was the Business Need?

- New Customer Coal freight billing system required a means to track commercial relevant information and events in SAP.
- Enable the receipt, storage and control of the information and events in a logical format. This provides (replicates) all operational information in SAP to enable Customer billing.
- Information to be stored in Supply Chain Management (SCM) and used to control the logical execution of information updates.

What was the Solution?

- Use SCM as a store, Gatekeeper and workflow initiator for bespoke business process, enforcing a logical sequence.
- Inputs from 5 non SAP systems via RFC's with scheduling, loading, unloading, train status, and train event information.
- Outputs to SAP CRM & ECC orders, deliveries, shipments and multiple custom tables.
- Use SCM as a Gatekeeper to Controls sequence and status of bespoke business processes. E.g. SCM "waits" for unload information and events before triggering packing and Post Goods Issue (PGI).
- This provides consistency as not all required information would be provided using SAP standard.
- 3 new event handlers created with custom RFC's to update and output bespoke status' and information on shipments, deliveries and orders.
- Standard event handler displays used to view event information.

What was the Result?

- Provide a single reference point for overall status of information required for billing in SAP for a train.
- This includes a view over duplicated operational information relevant to billing allowing billing analysts a single version of the truth of data from 7 different systems.

Store Gift Card & Fuel Price Lock Solution

What was the Business Need?

- To Capture liability for Gift Card Sale / top-up at Retail stores or online via Website / Store Apps.
- Interface requirement to process customer payment details for online (via Website / Store Apps).
- To reduce liability and account revenue when Store Gift Card balance is redeemed for any article sale or Fuel Price Lock redemption.
- Reconciliation requirements for Store Gift Card / BI reporting requirement for Fuel Price Lock.

What was the Solution?

- Leverage existing Point Of Sales (POS) interface to update Gift Card liability A/C for In-Store Sale / Top-up and also on Fuel Price Lock redemption / Gift Card balance redemption for any article sale.
- New Interface to process online Store Gift Card Sale / Top-up and update Gift Card liability A/C.
- Interface mapping to process Store Gift Card transactions to make use of existing Finance Reconciliation process and minimise impact to complex reconciliation process.
- BI Report development with no. of key figures to Report / Monitor Fuel Price Lock performance.

What was the Result?

- Account real time Store Gift Card liability for Sale / Redemption for both In-Store & Online transactions and also Fuel Price Lock redemption.
- Reconciliation of Store Gift Card Sale and redemption and customer payment.
- BI reporting of key figures to monitor Fuel Price Lock performance.

What else can we offer?

■ Strategic, Tactical and Operational Consulting

Not sure what direction to take? Our highly skilled and experienced consultants can work with you to develop a robust vision and business plan to transform your organisation.

■ Roadmap, Platform and Product Assessment

Working out how to convert a strategic vision and objectives into reality can be an overwhelming task. Whether it be assisting with roadmap creation, evaluating your documented journey, platform, or product assessment, we will work with you to achieve organisational success.

■ Proof of Concepts

Converting an idea into a reality! Before you embark on your organisational journey wouldn't it be great if you could verify the concept up front? Our specialised consultants can work with you to co-innovate solutions and take you on a test drive.

■ Competency Build and Health Check Services

Encountering intermittent performance bottlenecks or not sure if your current environment can support future initiatives? Fujitsu's SAP System Inspection Service can help you detect negative trends at an early stage, provide detailed analysis of bottlenecks and provide recommendations on proactive steps to improve your system performance and safeguard the economic efficiency of your SAP landscape. Or identify opportunities for consolidation to optimise the system for future growth. SAP System Inspection Service is an

ideal complement to standard tools such as SAP Early Watch, providing analysis across the entire SAP IT infrastructure.

- **Process Digitalisation solutions centred on Fujitsu Run My Process**

Sick and tired of paper based processes, double handling or stand-alone disparate systems? The Fujitsu RunMyProcess application can help you automate the information flow between the different departments of your organization, with your partners, vendors, and customers. Our solutions enable you to design and run workflows that connect a wide variety of different business functions. Fujitsu RunMyProcess empowers organisations to build business applications for anyone, anywhere, on any device and deliver them through a custom enterprise process store.

Want more information?

Visit <https://www.runmyprocess.com/en/>

- **IoT solutions based on Edgeware**

Fujitsu has an end-to-end capability around Internet of Things (IoT) via the Fujitsu Edgeware management platform. The platform turns real-time events and raw data into meaningful and valuable information to assist in complex decision making. Edgeware provides the link between data collection in the field, from any source of sensor input, and your enterprise systems.

To find out more, visit

<http://www.fujitsu.com/au/solutions/business-technology/internet-of-things/edgeware>