FUJITSU

Fujitsu SAP Practice
Our Capability Offering – Customer Engagement & Commerce (CEC)

Provides your customer with a seamless customer experience across all communication channels

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 156,000 Fujitsu people support customers in more than 100 countries. Established in 1935, the organisation had an annual turnover of approximately US$41 billion in fiscal year 2016.

Fujitsu Australia Limited is a wholly owned subsidiary of Fujitsu Limited (Japan) with a local turnover of approximately A$1bn per annum. We are a full service provider of sustainable, end-to-end ICT solutions with over 300 customers and over 4,000 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 recognised 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.
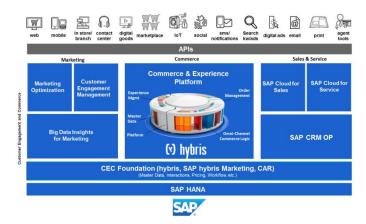
Fujitsu SAP Customer Engagement & Commerce (CEC) Practice

Fujitsu has a dedicated SAP Customer Engagement and Commerce (CEC) practice within Australia, with highly skilled CEC specialists. Our professionals are Subject Matter Experts both in Business Process and SAP Domain Knowledge. They possess broad experience in delivering integrated customer solutions with a focus on the Customer Engagement and Commerce Suite from traditional SAP CRM On Premise to cloud deployments with SAP Hybris Cloud for Customer.

Fujitsu is also focusing on developing the Commerce Experience Platform with SAP Hybris Commerce, embracing the digital marketing process with SAP Hybris Marketing and transforming the SAP User Experience with SAP Fiori. The CEC team is supported by our Basis, Logistics, Finance and Technical practices nationally to provide complete coverage of SAP solutions to our customers.

The Fujitsu CEC Practice focus on products that provide capabilities to digitally transform product and service delivery, making it more effective and efficient, as well as changing the way businesses engage and interact with their customers (i.e. enables multi-channel customer engagement and commerce). We are passionate about delivering customer centric solutions that drive value across the customer lifecycle experience using the SAP platform and product suite.

Customer Engagement & Commerce Platform

We differentiate our services by the quality of our people, the long term and trusted relationships we hold with our clients and the successful outcomes we deliver.

- **Our People**
  - Expertise in SAP CEC, integration with SAP and non-SAP applications
  - Local team of consultants with 8+ years of SAP experience complimented by global delivery capabilities
  - Over 30 successful SAP CEC implementations
- **Our Commitment**
  - Significant investment in new cutting edge SAP offerings

➢ Internal SAP systems that are aligned with SAP latest releases utilised to develop our skills and enable us to prototype new offerings from SAP before we reach the client site

What is our SAP Capability and Service Offering?

SAP Customer Engagement and Commerce (CEC)

- On Premise CRM
- Hybris Cloud for Customer
- Hybris Marketing
- Hybris Billing
- Hybris Commerce
- Hybris Sales
- Hybris Service

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 CEC Solutions have we implemented for our Customers?

Fujitsu has designed and implemented numerous solutions for our customers across Australia and New Zealand. Below is a snapshot of key cases where Fujitsu has worked with our customers to solve their business challenges.

Online and Mobile Solution

What was the Business Need?

- Greater communication with citizens to ensure safety & allowed targeted information to be sent to citizens based on property and customer centric view of data
- Provide an online and mobile field resource solution to

deliver community safety initiatives

What was the Challenge?

- Latest SAP Technologies (HTML5 for light mobility offering)
- Rapid Deployment (12 week roll out)

What was the Solution?

- Configure Core CRM Capability (Service / Marketing Campaign Management)
- Custom develop BSP for online requests
- Develop HTML5 forms for light mobility offering

What was the Result?

- Online component accessed by over 60,000 members and citizens
- Acknowledged by the CIO as the key platform for the client to communicate and educate Victorian communities about emergencies & resources available to them

Grantor Management Solution

What was the Business Need?

- Provide a unified view across customers and employees details across all organisational departments
- Integrate Grants Management with existing business processes
- Reference all grants information from a single location

What was the Challenge?

- One of the first grants management implementations in Australia

What was the Solution?

- Implementation of the full lifecycle Grantor Management solution from program planning (including budgeting), application submission, assessment to full cycle payments and end of financial year activities
- Program Management:
  – Grantor Programs replication to funds management
  – Budget consumption and monitoring
- Application Management:
  – Register online application
  – Application assignment to Grantor Program and budget (pre-commitment)
  – Application assessment
- Agreement
- Claims
- Payment and finance/funds management integration

What was the Result?

- Increased administrative efficiency through full visibility of the grants management process
- Improve the grants service by introducing online

applications and budget monitoring

Social Services Solution – 1st In Australia

What was the Business Need?

- Introduce online submission & processing of claims for different social benefits

What was the Challenge?

- SAP solution required cutting edge SAP Technologies (Social Services, WCEM, BRF+) which were rare in the market
- Greenfield implementation
- Rapid Deployment (4 month rollout)

What was the Solution?

- Configuration of core SAP solution (Social Services Application, Social Service Plan)
- Development of WCEM screens / forms for online claim submission
- BRF+ for business rules
- Integration to back end legacy system
- Development appointments booking system

What was the Result?

- Provided a foundation capability for a national CRM rollout of social services solution across the whole organisation

What else can we offer?

- **Strategic, Tactical and Operational Consulting**

  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**

  Determine how to convert a strategic vision and objective 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 Concept**

  Before you embark on your organisational journey it is a great idea to verify the concept upfront. Our specialised consultants can work with you to co-innovate solutions and take you on a 'test drive'.

- **Competency Build and Health Check Services**

  Fujitsu's SAP System Inspection Service can help to 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. The SAP System Inspection Service is an ideal complement to

standard tools such as SAP EarlyWatch, providing analysis across the entire SAP IT infrastructure.

- **Process Digitalisation solutions centred on Fujitsu RunMyProcess**

  This is a great way to eliminate paper and streamline processes through digitalisation. The Fujitsu RunMyProcess application can help you to automate the information flow between different departments, 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.

  For further information, visit

  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 sensor input to your enterprise systems.

  For further information, visit

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