Fujitsu SAP Practice
Our Capability Offering – BI & Analytics

Helping customers realise genuine business value from their Business Intelligence & Analytics 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 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 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 Practice is comprised of highly skilled and experienced consultants. Our professionals are Subject Matter Experts both in Business Process and SAP Domain knowledge and experience. As a leading SAP BI consulting service provider and systems integration partner, Fujitsu aims to "turn customer vision into results". In Australia Fujitsu delivers a complete SAP "design, deliver, build, support and manage" portfolio of services. Our Business Intelligence capabilities extend beyond the core solution to include the broader functionality of data warehousing, reporting, analytics and mobility. Fujitsu recognises that there are many different business intelligence tools across the SAP eco-system. Our consultants have expertise across

all of these tools but more importantly they can provide advice and guidance as to which tools best meet specific business requirements.

This ensures businesses get the most from their investment in business intelligence, whether it be dynamic dashboards, detailed analysis queries or highly formatted reports.

What Does Success Look Like?

Fujitsu has been recognised for its credentials in architecture, innovation and implementation with over 20 SAP 'awards of excellence' received locally and globally.

- 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

What is our SAP Analytics Capability and Service Offering?

SAP Business Intelligence and Analytics
SAP BI & Analytics Solutions
- Data warehousing
- Formatted reports
- OLAP reporting
- Dashboards
- Big Data
- Predictive analytics

Business Intelligence Architecture

Fujitsu's consultants have successfully developed business intelligence architectures for many of our customers. These BI architectures were developed through an exhaustive application of Enterprise Architecture methodologies tailored to a business intelligence framework.

Fujitsu consultants implement business intelligence solutions leveraging the Layered Scalable Architecture (LSA) architecture for SAP BI Systems and LSA++ for SAP BI on HANA. These architectures are world-wide standards that have proved to be efficient to implement, easy to operate and enhance. It is Fujitsu's experience that the LSA architecture is ideally suited to integrating data from diverse data sources to provide a robust and flexible foundation for business intelligence solutions.

Data Modelling Expertise

Fujitsu has provided data modelling services to all our customers in the context of business intelligence projects. The experience of Fujitsu consultants include the following:

- Development of top-level corporate data models including entity-relationship diagrams
- Development of operational relational data models for transactional sources of data and source systems
- Development of transitional data models to define the evolution from source data models to target data models using extraction, loading, and transformation techniques
- Development of analytical data models for reporting, analysis, dash boarding, and data mining

Data and Information Governance

Governance has a key role to play in the sustainability of Enterprise Data Management. Fujitsu strongly recommends an appropriate governance framework with governance structure, roles and responsibility of each role be established. Fujitsu assists our customers to create process maps in order to enforce and deliver consistency in the business terms and data elements across the organisation. Our team can assist organisations to resolve typical issues such as:

- Data - accuracy and predictability
- Process - efficiency and standards
- Corporate activity - management and legal & statutory reporting
- Execution - usability and adaptability

What BI & Analytics 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.

Case Load Management Solution

What was the Business Need?

- Current work allocation process was slow and complex
- User interface was not user friendly
- Disparate data across multiple systems resulted in poor visibility and inefficiency

What was the Solution?

Implementation of a SAP HANA native application and a custom SAP Fiori front end included the following:

- Replacement of current work allocation process with an efficient and responsive solution
- Fast and reliable data calculation to match employee capabilities to work
- Responsive and intuitive user interface
- Consolidation of work from originating systems for efficient prioritisation and better visibility of outstanding tasks

What was the Result?

- Real time visibility of the client workload via dashboards enabled the business to proactively allocate resources to meet changing demands
- Single point for allocation of work improved client satisfaction and increased efficiency
- Improved business user experience and usage
- Dynamic dashboards customised to business user profiles enabled greater visibility

Sales Reporting, Analysis and Customer Marketing Solution

What was the Business Need?

- Legacy Point of Sales system with limited promotion planning and reporting functionality meant that sales and operational reporting conducted manually
- Replacement of a legacy Point of Sales solution
- Leverage and enhance existing data warehouse.

What was the Solution?

Extension of the SAP BW Data warehouse reporting solution included the following:

- Sales promotion planning functionality
- Enhanced sales reporting including promotional activity
- Enhanced Point of Sale operational reporting

What was the Result?

- The ability to evaluate the performance of sales promotions
- Visibility of POS non-sales activities such as register open and register close.
- Enabled the Sales Analysis team to answer ad-hoc questions from the business with speed and confidence.

Insurance Product Reporting Solution

What was the Business Need?

- Understand the product performance of liability and professional indemnity insurance
- Better assess risks and determine appropriate premiums for these insurance products
- Reporting solution to address product performance of liability and professional indemnity insurance

What was the Solution?

- SAP Business Objects 4.0
- SAP Business Objects Data Services 4.0 Extraction and Transformation Layer
- Oracle 11G RDMS on Fujitsu's state of the art IaaS Cloud

What was the Result?

- Establish and enforce prudential standards and practices designed to ensure that, under all reasonable circumstances, financial promises made by institutions within a stable, efficient and competitive insurance system
- Identify trends and implement changes to reduce the number of claims or lower the cost of claims for product liability and professional indemnity
- Helping develop or enhance the products available to policyholders in the future

Public Sector Collections & Disbursements

What was the Business Need?

- New Taxation Revenue billing system required to replace legacy systems used to manage various state based taxes that would deliver maximum value to both government and taxpayers
- Reporting to support taxation collection, debt management and compliance activities

What was the Solution?

- Data warehouse reporting solution using SAP BW.
- Self-service queries and reports delivered via the enterprise portal

What was the Result?

- Tools to support the day-to-day running of taxation collection services.
- Detailed visibility to the amount of Taxation revenue attributable to Compliance activities.
- Detailed visibility to the progress and success of debt management collection activities.

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/