



# Fujitsu SAP Practice

## Our Capability Offering - Development

Delivering customised solutions in User Experience, Mobility and Process Automation

### 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 Development Practice is comprised of highly skilled and experienced consultants. Our consultants bring diverse development skills and practical experience across SAP ecosystems in our specialities ranging from Process Integration, SAP Fiori, ABAP and HANA Development. We focus on 3 strategic areas: S/4HANA development, Fiori application development, and Integration development. This practice specialises in agile development and ability to leverage "out of the box" capability to maximise your SAP investment. Across Fujitsu's SAP teams there is a high degree of investment in the attainment and transfer of knowledge and a strong focus on supporting customers in understanding and utilising our core SAP capabilities.

Fujitsu is investing in people, solutions and supporting development capabilities with the formation of a "Fiori Factory" that will leverage success from local and global skills and capability.

In anticipation of current market trends, Fujitsu is investing internally to educate our resources in the application of modern design thinking principles in the development of SAP user interfaces based on Fiori design guidelines, as well as investing in the latest SAP training (Fiori curriculum oriented) and internal demo environments to support our consultants.

### 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 Development Capability and Service Offering?

#### SAP Development and Integration

##### SAP Fiori Development

- Implement SAP Fiori applications to enable common business processes across devices
- Design and build custom Fiori applications for specific business processes and business requirements
- Provide training and mentoring to enable and empower your team to work in a creative environment utilising the latest tools and design methodologies

##### SAP HANA application development

- Assist in HANA data modelling and application development
- Implement CDS views in the scope of S/4HANA development

##### SAP Integration Systems architecture consulting

- Provides architecture advice in terms of best practice
- Design and implement systems integration based on sound architecture design

**High Quality Development**

Fujitsu’s consultants have developed custom solutions across multiple SAP applications and modules. In adherence with software design best practices, we ensure our solutions are highly modularized, reusable and efficient on system resources to allow maximum performance of the solution. In order to achieve excellent outcomes, our consultants possess sound architectural design, in-depth knowledge of the SAP ecosystem, and the ability to translate business design into practical technical solutions emphasising the user experience and automation of processes.

**New era in SAP Development**

Over the years SAP development has shifted from SAPGUI-based development to the new SAPUI5/SAP Fiori and HANA development. At Fujitsu, we ensure our consultants are trained with the latest technologies and are also willing to share the knowledge with our customers.

**What Development and Integration solutions have we implemented for our customers?**

**Integration Interface Management**

**What was the Business Challenge?**

- High reliance on technical integration specialists to resolve interface errors
- Long lead times required to investigate and fix interface errors leading to backlog and delays in recording business transactions

**What was the Solution?**

Implementation of SAP Application Integration Framework (AIF) add on solution:

- Enable business users to independently monitor and resolve interface errors through user friendly screens
- Robust engine to configure customised pre-validation rules and enable automated corrections for common errors
- Provide business context sensitive error messages and built in hints to enable business users to resolve errors quickly
- Enhanced functions including mass processing (display, data change, restart and cancel processing) and role based views to display all related errors in a group instead of the traditional method of case by case analysis, to further accelerate error resolution

**What was the Result?**

- Greatly reduced lead time for resolving interface errors
- Enabled business users to be self-sufficient and

releasing technical IT resources to focus on future innovations

**Public Sector Social Service Solution**

**What was the Business Challenge?**

- Unable to cope with the rapid pace of updates required to IT solutions when government policies change
- Inconsistent application of business rules in the evaluation process for submissions leading to undesirable outcomes

**What was the Solution?**

- Implementation of SAP CRM Enhancement Pack 7.3 with Public Sector add-on with complex enhancements to augment the solution:
  - Ability to add new attributes to the social service process without negative impact on the old application
  - Utilise Business Rules Framework Plus technology to manage a consistent application of business rules in the evaluation process
  - WebClient solutions that are coherent with SAP Standard CRM UI
  - Guided procedures to reduce complexity and allow end users to focus on the case rather than the technology

**What was the Result?**

- Reduced lead time to accommodate policy changes
- Greater consistency of outcomes when processing complicated social cases leading to a reduction in disputes
- Enabled business users to be self-sufficient and releasing technical IT resources to focus on future innovations

## Supply Chain Management Solution

### What was the Business Challenge?

- Require mobile solution for field workforce to effectively repair and maintain company assets
- Lack of visibility into the availability of spare parts required for field repairs

### What was the Solution?

Implementation of SAP Logistics Track and Trace, SAP Plant Maintenance, and SAP NW Portal with extensive enhancements:

- Online portal accessible by mobile device for the field workforce
- Using work order management and incident management to monitor spare parts that are required for a maintenance job

### What was the Result?

- Increased efficiency of field workforce to perform maintenance through mobile access to work requests and incidents
- Improved turnaround time for incident resolution through real time visibility into spare parts inventory levels and dispatch information

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 Edgware**

Fujitsu has an end-to-end capability around Internet of Things (IoT) via the Fujitsu Edgware management platform. The platform turns real-time events and raw data into meaningful and valuable information to assist in complex decision making. Edgware 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/edgware/>

## 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