



Human-Centric Experience Workplace (HX Workplace)

A sustainable digital
workplace that works
for you and your people





In an era of massive shifts in ways of working, businesses are grappling with the complexities of reorienting their work processes. As we navigate this transformative landscape, there is an opportunity to create a way of working that truly caters to people’s needs while enhancing productivity. Yet as the economic environment becomes more hostile, there’s a danger that this work-life shift will be put on the backburner – just when it’s needed most, to maintain employee engagement and business performance.

At Fujitsu, we understand that the businesses that thrive in the long term are those that prioritize sustainable transformation. That’s why we introduce Human Experience Workplace (HX Workplace), our platform for digital work. Designed to empower organizations, HX Workplace equips them with the necessary solutions to transform their ways of working and create highly engaged, digitally dexterous, and sustainable workforces.

What sets HX Workplace apart is our unique Human-Centric Experience Design (HXD) method, pioneered by Fujitsu. We believe that digital experiences should not only be efficient but should also align with your values and goals. With HX Workplace, we strive to create digital experiences that work for you, your people, and the planet.

Harnessing the power of widely adopted technologies such as ServiceNow, Microsoft 365, and Microsoft Viva, HX Workplace optimizes your existing investments and expedites the path to modern management. With automation-enabled, ready-to-use platforms and agile deployment techniques, we ensure a seamless transition to the future of work.



Fujitsu Human-Centric Co-Design



Co-Design, powered by Fujitsu's unique Human-Centric Experience Design (Fujitsu HXD) approach, offers a transformative solution to tackle complex workplace challenges by placing a strong emphasis on the individual needs of your people. By prioritizing people-centric design, Co-Design enhances user adoption and unlocks the realization of significant business benefits.

Throughout a typical six-week engagement, Co-Design collaborates closely with key stakeholders from your organization through two immersive workshops. During this time, our skilled Fujitsu HX Designers will guide you in defining your specific challenge through targeted interviews. We then establish personas that serve as valuable reference points for assessing the challenges and envisioning a range of potential solutions that align with your overall organizational strategy and objectives.

By the end of the engagement, you will have gained a clear understanding of the challenge at hand, identified the personas impacted, and developed a lean business case showcasing the value that can be derived from addressing these challenges. Additionally, Fujitsu will present you with a proposal for a proof of value exercise based on the preferred or prioritized solution. This exercise allows you to validate the lean business case and substantiate the actual business value delivered. It further enables us to refine the solution before scaling it to precisely meet your organization's needs.

Customer Experience Center



Fujitsu's Service Desk serves as the central hub for business support, providing a unified user interface. Accessible from any internet-connected device, it ensures uninterrupted availability, delivering a consistent and streamlined self-service experience for our customers' workforce. Our relentless emphasis on user insight enables us to continuously enhance and refine the services we offer. Furthermore, our Service Desk is backed by robust and time-tested standards developed through extensive experience in complex and demanding environments. Leveraging the power of analytics and automation, we enhance user productivity and drive successful business outcomes.

> **User experience:** Gain valuable insights into user satisfaction and dissatisfaction with IT services. Visualize and share this information with business stakeholders, enabling you to identify areas for improvement and enhance productivity based on the provided insights.

> **Conversational AI:** Empower users with self-service resolution and automated outcomes through conversational AI. Integrated with Microsoft Teams, it seamlessly transitions to live service CX agents when necessary. Machine translation capabilities facilitate communication in users' preferred language, enhancing user experience and accessibility.

> **Self-service portal:** Provide users with a centralized, 24x7 self-service portal accessible from any device. Users can efficiently resolve incidents and submit requests with automated fulfillment. Customize the portal to reflect your brand's identity, creating a seamless and cohesive user experience.

> **Password management:** Experience the simplicity and reliability of password management through Customer Experience Center. Users and desk agents can reset and synchronize passwords within the company domain without leaving their location. This streamlined process frees up time for more meaningful tasks, enhancing productivity.

> **Automation:** Harness the power of automation to expedite incident and request resolution. Automate routine tasks to ensure users can remain focused on their core responsibilities, increasing efficiency and productivity.

Workplace Support



Fujitsu's onsite support offers customers a customized IT support experience delivered directly at their location, designed to precisely meet their unique requirements – all coordinated from our global service hubs that operate a follow the sun model to provide you with the support you need, wherever you need it.

> **Project services:** Experience fully managed IT deployments and strategic IMAC projects. Our comprehensive service covers end-to-end scheduling, communications, and delivery ownership, all executed by skilled and appropriately certified resources.

> **On-site as a service:** Tailored to suit businesses of all types and sizes, our on-demand resources are available as standalone offerings or as part of a broader service package. Integrated visualization empowers customers to efficiently manage their service through a user-friendly web portal.

> **Connect IT bar:** Benefit from digital environment consultancy and user support, facilitated through our walk-up service strategically located at customer sites. This service includes enhanced support for VIPs and the ability to provide virtual support to locations without physical on-site presence.

> **Intelligent lockers and vending:** Elevate user productivity and enhance the overall experience with our intelligent lockers and vending machines designed for asset fulfillment. Accessible 24/7, our integrated process enables automation and empowers users through self-service capabilities.

> **Global logistics:** Enjoy end-to-end global supply chain management and inventory solutions, ensuring the right parts are available precisely when and where customers need them. Our optimized transportation services include comprehensive tracking and monitoring options. We also provide global parts and returns inspection and management, including disposal services that comply with regulatory requirements.

Modern Workplace



A comprehensive managed service that leverages modern management techniques to provide a secure and continuously updated digital workplace. With Modern Workplace, organizations empower their workforce with the freedom to work in a manner that optimizes their productivity, offering flexibility in terms of how, when, and where they work. This innovative solution utilizes Microsoft's cutting-edge M365 platform to deliver sophisticated digital workplace solutions, ensuring a seamless and efficient work environment.

- > **Endpoint management:** Embrace modern endpoint management capabilities that allow you to work seamlessly from Windows, Android, and iOS devices, providing flexibility and convenience.
- > **Endpoint security:** Rely on Fujitsu and Microsoft best practice policies, supported by Fujitsu's unique config as code approach, to ensure that your environment remains secure and compliant at all times.
- > **Productivity and collaboration:** Empower your workforce with access to the latest productivity and collaboration tools from Microsoft, enabling seamless communication and collaboration across all supported devices.
- > **Evergreen services:** Experience the benefits of evergreen services that ensure your investment yields maximum returns. Stay up to date with the latest features and enhancements, delivered in a robust and reliable manner.
- > **Service catalog:** Take advantage of our comprehensive standard catalog of common automations, readily available out of the box. This drives improved employee experience and operational efficiency, streamlining your workflows.

Employee Experience as a Service



The Employee Experience as a Service aims at empowering customers to improve employee productivity, attract and retain talent, and promote digital upskilling. By integrating Fujitsu's Co-creation, digital transformation, and workplace capabilities with their unique Human Centric Design (HxD) methodology, Fujitsu prioritizes individuals' needs in the digital transformation journey. This approach ensures that customers, their employees, and society as a whole can effectively embrace sustainable transformation and enjoy its benefits.

> **DEX services:** The DEX (Digital Employee Experience) services enable customers to establish a baseline of their current employee experience, identify areas for improvement, and measure the benefits of implemented change initiatives. Our analytics capability consists of experts who adeptly consolidate data from DEX tools such as Aternity, Nexthink, and Systrack, along with insights from employee sentiment and survey tools like Glint, Qualtrix, or Happy Signals. By combining these diverse sources, we provide a comprehensive and holistic assessment of your organization's current status and specific needs.

> **Employee experience:** Our experience as a service aims to continuously enhance end-to-end employee experiences by deeply understanding their journey. We utilize persona and journey maps to identify and prioritize Employee Experience (EX) initiatives, drawing insights from our DEX services as well. Our team of EX experts collaborates closely with DX initiatives, adoption, and business change teams to design change programs that empower employees, secure their buy-in, and enable the realization of benefits stemming from DX initiatives. By aligning employee experiences with digital transformation efforts, we drive positive outcomes and improved employee satisfaction.

> **Adoption and business change:** These services provide valuable expertise to help organizations achieve a return on investment for specific EX/ DX initiatives within their operations. We assist in identifying the most suitable user communications, training, and adoption strategies required for employees to succeed. Whether it's digital skills or soft skills topics such as management coaching, we offer support throughout the entire process. Our services can either provide an end-to-end solution or help upskill existing employee communications, Learning and Development (L&D), and change management teams in modern business change techniques like gamification and nudge theory. By leveraging our expertise, organizations can effectively drive adoption and maximize the benefits of their EX/DX initiatives.

Why Fujitsu?

Ready to pick a partner?

With a proven track record as a global leader in digital transformation, we have consistently provided unparalleled value to our customers, empowering them to succeed even in the most challenging circumstances. As one of the select few global-scale systems integrators, we possess the necessary scale, expertise, and extensive customer references to drive transformative workplace initiatives.

3 million

workers supported worldwide

130,000

people supporting customers in **100+** countries

8

global delivery centers available **24/7**

3.7 million

users

8 million+

end-user devices

Recognized as a leader in Gartner Magic Quadrant™ for Outsourced Digital Workplace Services 2023 for Completeness of Vision and Ability to Execute.

Evaluated as Leader in ISG Provider Lens™ Future of Work - Services and Solutions 2022 Report in Australia, Germany, Malaysia & Singapore, and the UK.

Key partnerships with:

 Microsoft  vmware  citrix  servicenow

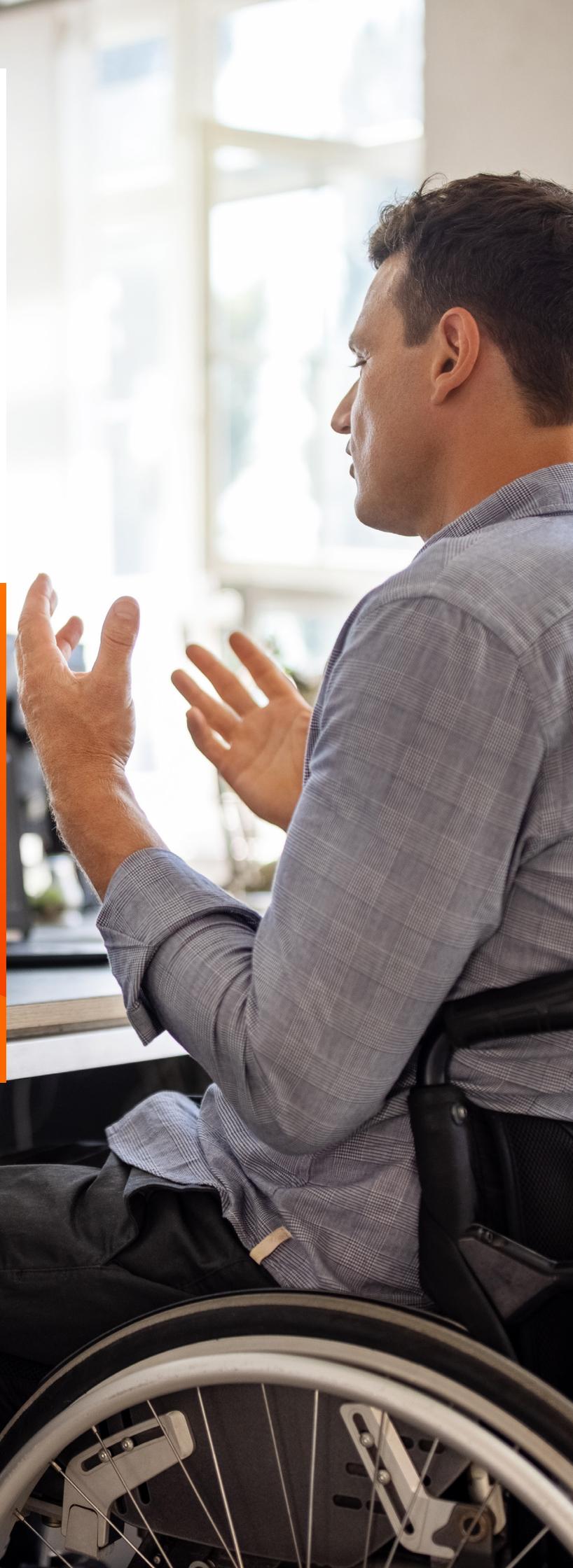
Robeco knew that to attract and retain the brightest talent, it had to create an employee experience where people could be creative, collaborative, engaged, and purposeful.

Working with Fujitsu delivered a human-centric workplace experience that exceeded employee expectations.

“We have the ‘anytime, anywhere’ global capability that the modern business requires.”

“Fujitsu had the flexibility and customer intimacy we were looking for, so it was the natural choice.”

Johan Sturm, Head of Continuity & Stability, Robeco





What's next?

Unlock the full potential of your workforce with HX Workplace

Join our experts for a co-design engagement and embark on a transformative journey to uncover how you can transform and optimize your ways of working.

[Get in touch](#)