

Helps you run your business

## What is Fujitsu WE?



Fujitsu offers an end-to-end solution “Fujitsu WE” to help their customers manage their workforce and their business.

Organizations are now empowered to manage workforce time and cost well as their customers, pipeline, delivery and finance. All that in a single integrated, modular and highly configurable environment with an unprecedented user experience.

Understand your workforce and provide true **insight** in capacity and capability. Always find the right person for the job.

Deploy your workforce in the most **efficient** way and be in control with real-time information on time usage and related costs.

Be **pro-active** and avoid surprises when delivering on your promise. Save time and money with error-free one-click invoicing.

Connect with your customers and create **transparency** from the early sales stage, throughout the entire delivery process, up until invoicing.



Workforce Capacity



Workforce Capability



Workforce Scheduling



Workforce Tracking



Customer Delivery



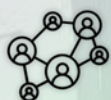
Customer Invoicing



Customer Engagement



Customer Opportunity



Fujitsu WE is designed to connect the entire organization through an integrated platform, harmonizing and standardizing data and processes for real-time actions



*What do our customers say?*

**ITSMgroup**  
Be better.

“here comes some quote from Tom”

18% time saved directly on processes

20% time saved by preventing mistakes from occurring

10 days of idle time removed from month closing process

38% Total time saved



## Insight with Fujitsu WE

### Challenge

Organizing the workforce can prove to be challenging as the so-called resource management processes span across boundaries of departments, costs centers, regions and time zones. Organizational silos may thereby arise and inspire a series of inefficient processes resulting from technical sprawl and dysconnectivity.

### Requirements

To address the challenge pertaining to organizing the global workforce, three main elements come into play:

- Insight into the capacity of the workforce
- Insight into the capabilities of the workforce
- A global shared platform supporting shared and standard processes

### Solution

**Fujitsu WE provides a global environment**, thus hosting the required shared processes, data, and workflows. The platform runs on top of ServiceNow and offers a single source of truth to the entire organization.

It is now possible for us to populate the platform to accurately reflect the workforce's capabilities. This is achieved within the **Workforce Capability module**. Here, each resource is granularly defined by their certifications, trainings, skills, skillsets, job roles, and by an automatically generated CV.

Now that the environment is established, we must obtain insights within the workforce's capacity. This is effectively enacted by the **Workforce Capacity module**. This module provides full insight within the capacity of the global workforce by organizing Demand and Supply in such a way that one can query on the specific needs (availability, experience, certifications, etc.) to instantly locate the right resources. The returned candidates can then be reserved, and ultimately recruited and assigned accordingly.

At this stage, Fujitsu WE enables the necessary level of insight into the global workforce to effectively **assign the right people to the right job**.

## Efficiency with Fujitsu WE

### Challenge

Now that we are able to assign the workforce accordingly, another set of challenges arise. Namely, the workforce needs to be scheduled to be organized, thus engaging a planning process. Furthermore, as the planned activities aren't yet realized, we also need to continuously track. Hence, the ability to gain efficiency by real-time monitoring the plan-to-action execution, thus reaching the ability to timely act in an agile manner, should anything need to be adjusted.

### Requirement

To efficiently plan and track the workforce, two main elements must be addressed:

- Scheduling the workforce for planned activities
- Tracking the workforce on the fulfilment of those activities

### Solution

Firstly, Fujitsu WE supports the entire workforce planning process via its **Workforce Scheduling module**. This module provides the necessary interface to define the schedules and bookings, thus also shedding light on availability. Additionally, some dependencies exist on leaves and holidays. They are thereby addressed by request/approval processes and integrate to the schedules automatically. Entitlements are also available and automatically calculated to reflect the amount of remaining vacation days pertaining to each resource.

Secondly, Fujitsu WE provides a series of integrated processes which track the work's execution. This is done within the **Workforce Tracking module**. This module enables to capture all the necessary information required to ensure plan-to-action accuracy and to highlight any deviations. This is ensured by an integration between the bookings and timesheets. Here again, dependencies exist including actual utilization, expenses and costs. The module continuously ensure that the utilization level remains on the desired level and notifies any deviations. Expenses are registered through this module as well and processed for approval and eventual reimbursement. Finally, the local, internal, and external costs are automatically calculated.

At this stage, Fujitsu WE enables to effectively deploy the workforce while monitoring plan-to-action executions, and their associated costs, in **real-time**.



## Pro-Activeness with Fujitsu WE

### Challenge

Delivering on your promises might seem straight-forward and sound at a first sight. However, changes constantly occur, and adjustments are always implemented upon the realization of plan deviations. Moreover, documenting the executed work and the time spent doing so may be challenging as projects scale.

### Requirement

To reach the ability to pro-actively steer deliveries, the following must be implemented:

- Real-time monitoring of all factors affecting the fulfilment of deliveries
- Continuous tracking of executed work for automatic and error-free invoicing

### Solution

Fujitsu WE offers a **Customer Delivery module** to timely ensure the smooth delivery processes. The module consistently monitors factors such as budgets, sales rates, billing rules, credits, and financials to predict challenges. This way, delivery managers can pro-actively course-correct the risks flagged by Fujitsu WE.

To ensure the accuracy of the invoicing process, the **Customer Invoicing module** is integrated to automatically generate inbound, outbound and internal invoices based on the executed work. Invoicing is now fully automated while the items are pre-approved and accurate.

Fujitsu WE therefore also enables the management of customers by supporting the critical delivery and invoicing processes.

At this stage, Fujitsu WE enables the delivery team to **pro-actively act** on upcoming challenges, while ensuring automatic and accurate invoice.

## Transparency with Fujitsu WE

### Challenge

Achieving transparency between a supplier and their customer is dependent on a consensual alignment towards the plan and its execution. Challenges will often occur due to lack of trust caused by a lack of transparency. This is especially true in areas such as the time spent and invoiced, the executed work, the budget, and the changing or added requirements.

### Requirement

In order to reach the desired level of transparency:

- The supplier must have an overview of the account and all related information
- The partners must share the same real-time understanding of the deliveries

### Solution

Fujitsu WE includes a customer organization capability, called the **Customer opportunity module**. This module enables the supplier to organize their customers as well as all the relevant data for timely retrieval and internal alignment. This entails managing the accounts and their related contacts, the pipelines, campaigns and account related activities, as well as product pricings dependently or not of each account.

Now that internal alignment can be ensured to show a single face to the external stakeholders, partners must be brought together to tap the benefits of the enabled transparency. Fujitsu WE therefore offers a **Customer Engagement module** which provides a shared interface between the relevant partners. This interface enables bilateral timesheets approval, delivery and budget monitoring, as well as the possibility for the customer to raise demands.

At this stage, the partners are connected, and the **deliveries are run in a fully transparent manner**. Fujitsu WE thereby supports the process **end-to-end**.





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Certified App

#### About Fujitsu

As a managed service provider, Fujitsu delivers end-to-end ServiceNow solutions, from consultancy, implementation, integration, stakeholder management, training and support. We provide the full lifecycle support for our customer's ServiceNow implementation.

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