

Case Study

Utilizing SAP Mobile Enterprise Application Services to improve productivity

» Mobilizing services helps improve business competitiveness through improved profitability, cost savings, growth and customer satisfaction «

Topi Nyysönen, CIO, FUJITSU Finland Oy



The customer

FUJITSU is the leading ICT services and hardware provider in Finland, where it employs approximately 2,600 people. Fujitsu's goal is to facilitate and ease the day-to-day operations of businesses and other organizations with its cutting-edge ICT service models and technologies. Fujitsu takes care of its customers' ICT, including application support, operations and development.

The challenge

Today's businesses are looking for solutions which are secure, scalable, and cost effective. With the growing number of devices available on the market and access to new application development platforms, the challenges attached with mobile application development require a strong and reliable mobile framework.

Fujitsu wanted to enhance its purchase invoice and leave request approval solutions through utilizing its SAP Mobile Enterprise Application Services. Fujitsu arranged a Mobility Value Assessment as a series of workshops, where the outcomes of mobilization of its SAP business applications were tested. Fujitsu also conducted a user satisfaction survey using the global Net Promoter Score, which showed that the users of the current solution were not fully satisfied with its usability.

Hanna Kyösti, Head of Accounting, FUJITSU Finland, looks back to the initial of the project: "The interface of the purchase invoice solution we used before was not very modern and easy-to-use. The invoice circulation was overly time-consuming, increasing our overall operating costs." And she proceeds: "The approval of leave requests was carried out in a different system and with a different user interface from the invoice approval process. We also wanted to provide our users a consistent way to execute both approvals."

The solution

In 2014, the mobilized SAP purchase invoice approval solution was taken into use at Fujitsu. With the new solution, purchase invoices can be approved or rejected while on the go. If necessary, they can also be forwarded to another user or returned to the sender.

The customer

Fujitsu Finland
Country: Finland
Industry: ICT
Employees: 2,600
Internet: www.fujitsu.com/fi/english

The challenge

Fujitsu wanted to improve the usability of its SAP purchase invoice and leave request approval solutions as well as achieve cost savings through streamlining the relevant processes and operations.

The solution

Fujitsu implemented a mobilized SAP purchase invoice approval solution.

The benefit

- Improved employee productivity:
 - Increased support of flexible working
 - Improved SAP processes and user satisfaction
 - Improved employee satisfaction
 - Cost savings proven with Mobility Value Assessment
- Faster approval times and streamlined processes
- Information security of all Fujitsu's services is provided with the highest standard of quality

Products and services

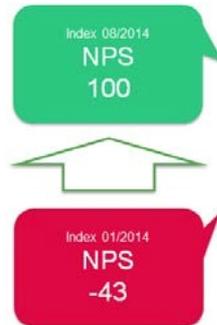
- FUJITSU SAP Mobile Enterprise Application Services, including SAP Mobile Platform (SMP)
- Mobility Value Assessment (MVA)
- Invoice and leave request approval mobile applications
- SAP backend systems
- FUJITSU Managed Mobile

"The mobilized SAP is a user-friendly solution particularly for employees who are not very familiar with the standard ERP interface and are not required to use it on a regular basis. Thanks to its flexibility, the mobilized SAP also saves our users' time. This is particularly beneficial to employees who often need to work outside the office premises," explains Hanna Kyöstilä.

The benefit

The mobile environment provided by Fujitsu visibly improves the employee productivity. With the invoice approval process having become faster, Fujitsu has been able to save the time of the users as well as costs of invoice processing.

Today's users not only demand but also expect better usability of their tools. After the mobilization of Fujitsu's purchase invoice approval solution, the user satisfaction on the tool grew significantly, with Net Promoter Score soaring from -43 to 100.



"Through mobilized SAP, an employee is able to utilize extra time by completing many routine tasks between meetings or during travelling. With this new solution, we expect to see our overall purchase invoice circulation becoming faster and thus more cost-effective. In the next few months, we are also looking forward to bringing the mobilized SAP leave request solution available to our employees", Hanna Kyöstilä explains.

With SAP mobile platform in use, solutions are implemented in a controlled manner and separate mobile solutions can be avoided. In addition, integrations go smoothly with all the device options easily supported.

FUJITSU Mobility Value Assessment

Fujitsu offers its customers a Mobility Value Assessment workshop to help them recognize the value of underutilized potential. With the Business Simulator provided in cooperation with the service design agency Palmu, Fujitsu is able to concretely visualize all current processes, model the new mobilized options and simulate the business effects of different projects before they are started. Once the benefits are identified, it is considerably easier and safer to proceed with the mobilization plans.

Conclusion

Tope Nyssönen, CIO of FUJITSU Finland, points out the advantages of the SAP Mobile Application Services: "As the first company in the Nordic, Fujitsu Finland entered into an agreement with SAP AG on mobility service partnership, aiming at providing our customers an easy and flexible entry to mobilized business processes. This partnership brings our customers the latest innovations and solutions seamlessly available through our services offerings. Our global 24/7 coverage will truly enable keeping our customers' business processes mobile – anywhere, anytime."

The mobilized SAP purchase invoice approval solution is now implemented at Fujitsu with promising results: The solution is also available for other SAP users having their invoice and leave request approval processes modeled in SAP Business Workflow.

"Our Managed Mobile solution, combined with SAP mobility, creates a secure end-to-end solution to mobility, empowering employees and increasing productivity."

Tope Nyssönen, CIO, FUJITSU Finland Oy

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