Your vision, and Fujitsu. Together we can change the world.
Our perspective is always working with our customers to find solutions we couldn’t have got to any other way, working together to enable their vision.

And then we tell the world about it, together. That’s why co-creation is at the heart of our reference program. What others say about us is infinitely more persuasive than anything we could say ourselves and we believe that every Fujitsu customer should want to be a great reference:

Your vision, and Fujitsu. Together we can change the world.
Great work leads to great references

These handpicked case studies show how we work with our customers to transform their businesses for competitive advantage through the power of IT. You can also browse more of our studies on www.fujitsu.com to see how other organizations have overcome their business challenges with Fujitsu products, services and solutions.

We hope you choose to work with Fujitsu – you’d be in good company. We look forward to hearing from you.

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Belfius wanted to position itself as a leader in mobile banking. It needed to find a secure e-signature solution to enable new customers to safely open bank accounts within five minutes via mobile without the need for paperwork.

Solution
Following an RFP, the bank selected the Fujitsu Sign’IT solution, a highly-secure biometric signature that is entered directly on the user’s smartphone without the need for a stylus - the user signs the contract with their finger. It connects with core banking applications to enable new account establishment.

Benefits
- Mobile-first strategy leads to excellent customer experience
- New accounts can be opened within five minutes with no need for paperwork
- Doubles conversion rates
- Paper waste has declined dramatically
- Security and regulatory compliance are guaranteed

Products & Services
- Fujitsu Sign’IT
- Fujitsu Integration Services, together with Belfius and its partners

Belfius leads the field in mobile banking and chose Fujitsu Sign’IT as a secure electronic signature solution to enable customers to open accounts via smartphone.

Belfius is Belgium’s most locally-based bank and insurance company with 3.5 million customers and around 680 branches. Belfius is the third-largest retail bank in Belgium and is a market leader in public and social banking. The company prides itself on its high satisfaction levels. Belfius is the only integrated bank and insurance company that is 100 percent Belgian-owned. It uses an integrated approach to create cross-pollination between the various players from a range of different segments.

“Fujitsu committed to an ongoing collaboration, to bring our vision of paperless account-opening to life.”

Benoit Speybrouck, Head of Digital Projects, Retail & Commercial Banking, Belfius
The Municipality of Næstved had a high rate of sick leave among its staff, as well as irregular reporting of illness, and a poor overview of illness patterns. Without comprehensive data, it was difficult to identify any patterns and causes that managers could use in their efforts to reduce sick leave.

The FUJITSU KOMLIS analysis model has enabled the Municipality of Næstved to gather data which can be used to reduce sick leave. Based on big data, various hypotheses can be established and specific measures created to improve wellbeing and job satisfaction.

The Municipality of Næstved wanted a more accurate view of employee sick leave, and so added an analysis module to its management information system FUJITSU KOMLIS.

The Municipality of Næstved has around 80,000 residents and is the largest municipality in the island of Zealand, Denmark, in terms of area.

“Instead of an anonymous sickness absence rate, we now have qualifiable data that can be used in initiatives relating to individual employees, as well as serve as a tool for both senior management and line managers.”

Torben Søndergaard Nielsen, Work Environment Consultant, Municipality of Næstved

**Challenge**
The Municipality of Næstved had a high rate of sick leave among its staff, as well as irregular reporting of illness, and a poor overview of illness patterns. Without comprehensive data, it was difficult to identify any patterns and causes that managers could use in their efforts to reduce sick leave.

**Solution**
The FUJITSU KOMLIS analysis model has enabled the Municipality of Næstved to gather data which can be used to reduce sick leave. Based on big data, various hypotheses can be established and specific measures created to improve wellbeing and job satisfaction.

**Benefits**
- Retrieving data now takes seconds rather than hours
- Significant savings in man hours and money
- Dynamic visual reports can be produced at the touch of a button

**Products & Services**
- FUJITSU KOMLIS

Country: Denmark
Industry: Public services
www.naestved.dk
Siemens Gamesa partners with Fujitsu to co-create an Artificial Intelligence platform that can identify flaws during quality checks more quickly.

Siemens Gamesa Renewable Energy was born in April 2017 with the merger of Gamesa Corporación Tecnológica and Siemens Wind Power. It is a respected leader in the renewable energy industry, whose mission is to provide cleaner, more reliable and more affordable energy to society, while creating lasting value for all stakeholders. Siemens Gamesa is committed to offering innovative solutions for the energy challenges of the future.

**Challenge**
Siemens must put each of the 5,000 blades it produces annually through a stringent quality assurance process. Any flaws when a blade is in operation could prove catastrophic and could inflict major damage to the company’s reputation. However, manually evaluating UT scanning of each blade takes up to six hours.

**Solution**
The company wanted a faster solution that wouldn’t compromise on accuracy or safety. Working with long-term partner Fujitsu, together they co-created an Artificial Intelligence solution that could automatically detect flaws through machine learning and deep learning capabilities.

**Benefits**
- Evaluation of each NDT scanning reduced by 80%
- Flexible licensing enables the customer to scale as it grows, with minimal upfront investment

**Products & Services**
- FUJITSU Artificial Intelligence
- Fujitsu developed FAIR software solution, with relevant API, GUI and reporting functionality

“Fujitsu’s ground-breaking Artificial Intelligence technology dramatically cuts the time required for an inspection of turbine blades.”

Kenneth Lee Kaser, Head of Supply Chain Management, Siemens Gamesa

Country: Denmark
Industry: Renewable Energy

www.siemens.com
Leading commercial vehicle leasing company Fraikin transforms for the digital age using RunMyProcess.

Founded in 1944, Fraikin is a leading provider of commercial vehicle leasing services. Its unique business model combines flexible financial and technical services to provide industrial and commercial vehicles without the risks and burdens of ownership. Today, the Group manages more than 57,000 vehicles across Europe and Africa.

**Challenge**

Paper processes and legacy technology were becoming a barrier to success for Fraikin. An ambitious new management team was determined to transform the company’s operations – but needed a way to connect people, processes and technology across the organization.

**Solution**

RunMyProcess solutions connect people, processes and technology to increase speed, productivity and market responsiveness.

**Benefits**

- Cultural transformation
- Productivity increase of up to 400 percent
- People, systems and devices connected through digital automation

**Products & Services**

- RunMyProcess platform
- Consulting and application services

“RunMyProcess has taken our business into a new era of digital collaboration - not only internally but also with our customers - helping us to achieve greater growth and efficiency through innovation.”

Franck Lerivrain, Director of IT Services, Fraikin
University of Freiburg coordinates PC purchases for universities. Fujitsu impressed the team with its attractive prices and low energy consumption statistics.

The “Green City” of Freiburg in south west Germany is known for both its high environmental standards and the Albert Ludwigs University. Founded in 1457, the university is right in the heart of the city. As one of the top institutions in the country, it covers the entire spectrum of subjects across its eleven faculties and has won multiple national awards for its excellent research and teaching quality.

“The universities of Baden-Württemberg coordinate their purchases of standard workplace PCs, with the University of Freiburg issuing Europe-wide tenders for the devices. The individual institutions can then order them via the “BW-PC” online platform.

Orders made through the shared platform can total up to one million Euros. The company that offers the best price for the specifications required wins the bid. Alongside the price, Fujitsu was also able to impress the group with both the energy efficiency of its FUJITSU ESPRIMO Q956 mini PC and fast service provision from inside Germany.

University of Freiburg

“Fujitsu won the tender for the new PCs because it offered us the best price for the performance we wanted.”

Gordian Gossen, BW-PC Project Coordinator, University of Freiburg

Country: Germany
Industry: Public services
www.uni-freiburg.de

Challenge
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Benefits
- Cost-effective solution
- Short delivery times as the devices are assembled in Germany
- Fujitsu guarantees consistency within a system for a certain time period

Products & Services
- FUJITSU ESPRIMO Q956 mini PC
- FUJITSU Desktop ESPRIMO P956 E94+
- FUJITSU Desktop ESPRIMO P956 E90
- FUJITSU Display B24-8-TE LED (24”)
- FUJITSU Display B27T-7 LED (27”)
- FUJITSU Display P27-8 TS Pro (27”)
- FUJITSU Display P27T-7 UHD (27”)

“Fujitsu won the tender for the new PCs because it offered us the best price for the performance we wanted.”

Gordian Gossen, BW-PC Project Coordinator, University of Freiburg

Country: Germany
Industry: Public services
www.uni-freiburg.de
DWD uses approximately 500 FUJITSU Server PRIMERGY systems and 15 petabytes of NetApp storage to provide latency-free weather visualizations for the airline industry.

The German Meteorological Service, Deutscher Wetterdienst (DWD), is a higher federal authority that falls under the country’s Federal Ministry of Transport and Digital Infrastructure. It is responsible for supplying meteorological information to all areas of the German economy and society. This includes providing services that help to keep air and sea transport safe, as well as issuing official warnings about weather events.

**Challenge**

DWD’s data center has to process enormous volumes of data from more than 2,000 measuring stations, 17 weather radars, numerous high-resolution weather satellites and a number of international data sources. This must be done with as little delay as possible to provide customers in the airline, shipping and emergency services industries with the high-quality graphical information they need to keep people safe.

**Solution**

For applications where latency is critical, DWD relies on a combination of Fujitsu PRIMERGY servers and All-Flash storage from NetApp. This enables the company to provide visualizations of its modelling results with no time delay.

**Benefits**

- As the servers are certified for NetApp storage, the reliability and service quality of the entire system is guaranteed
- Visualizations can be provided with very little delay
- The company can offer new services that rely on low-latency virtualizations

**Products & Services**

- Approx. 500 x FUJITSU Server PRIMERGY RX300

“For applications where latency is critical, we rely on a combination of Fujitsu hardware and All-Flash storage from NetApp.”

Alexander Harth, Head of User Support, Deutscher Wetterdienst
Berlin Hyp chooses Fujitsu as its new data center operator due to the company’s high level of flexibility and excellent value for money.

Berlin Hyp specializes in large-volume real estate financing for professional investors and housing enterprises, developing tailored financial solutions for its customers. As a member of the German Savings Banks Association, it is also able to offer these institutions a comprehensive range of additional products and services. With its clear focus, almost 150 years of experience and close relationship with the Association, Berlin Hyp has become one of Germany’s leading real estate and Pfandbrief banks.

**Challenge**

The task of operating Berlin Hyp’s SAP system landscape is put out to tender every five years. On this occasion, there was a certain amount of time pressure as the existing data center was due to close as part of a consolidation project. The company had only three months to migrate all of its SAP systems.

**Solution**

All of the SAP systems were migrated to the Fujitsu data center within an extremely short timeframe. The solution not only fulfils the security requirements the bank has to adhere to, but also offers it the chance to future-proof its digitization strategy by moving toward SAP HANA.

**Benefits**

- Smooth migration to the new data center
- Excellent service quality and availability
- Fujitsu has a high level of expertise in SAP hosting and SAP consulting
- Data is stored in Germany
- Solution fulfils regulatory requirements for the financial sector
- Option to future-proof the landscape by converting to SAP HANA

**Products & Services**

- SAP system landscape hosting
- SAP BW4/HANA system landscape hosting and SAP BW4/HANA consulting

“Moving to the Fujitsu data center has helped us to futureproof our IT strategy, including our planned migration to SAP HANA. The quality of service is very high too.”

Holger Bühring-Uhle, Deputy Head of SAP Applications, Berlin Hyp
Challenge
As part of the delicate transition from a family business to an international company, Caffè Moak needed to upgrade its IT system architecture.

Solution
Seeking greater flexibility, scalability and business continuity, the company opted to implement a new SAP ERP system in a SAP HANA environment.

Benefits
- Quick and efficient implementation of SAP HANA in a physical and virtual hybrid environment
- Guaranteed business continuity with redundancy provided by a backup system
- Flexibility and scalability with a dedicated appliance for SAP HANA
- Real-time availability of data for business intelligence (BI)
- Consistency of data across various company departments

Products & Services
- FUJITSU Integrated System PRIMEFLEX for SAP HANA®
- On-site support
- Consultancy services

Caffè Moak finds a flexible and scalable solution with SAP HANA® and Fujitsu.

Established in 1967, Caffè Moak operates within the coffee-roasting and distribution industry. With over fifty years of experience, the company is now present in over fifty countries. Caffè Moak has achieved considerable success, with significant expansion initially throughout Italy and then abroad, conquering markets on five continents. This success has been achieved thanks to the new modernization and digital transformation projects that the company has embarked upon in its production and management departments.

“Thanks to the partnership with Fujitsu and CAT S.r.L, the design and implementation were precise and accurate.”

Maurizio Pisana, IT Manager, Caffè Moak
Slingeland Hospital wanted to understand how best to adopt sensing technology to support its medical staff with real-time information on a patient's vital signs. The technology should provide medical staff with information about a patient's performance, ensuring informed medical decisions and a higher quality of care.

Solution
In the Sensing Clinic program, Fujitsu and Slingeland Hospital co-created an innovative sensor technology to capture patients' statuses 24/7, allowing nurses to remotely monitor conditions, reducing the need for bedside visits, allowing patients' treatment to be tailored to their needs, and thus improving the patient experience.

Benefits
- Continuous monitoring of patients' vital signs and real-time availability of patients' statuses on mobile devices
- Improved staff satisfaction by reducing manual measurement, allowing more time to spend on patient care
- Enables healthcare professionals to make informed decisions on treatment
- Early detection of deterioration ensures better quality of care

Products & Services
- Fujitsu Business Application Services – IoT and Smart Sensing
- Fujitsu Cloud Services
- Fujitsu Network Services
- Fujitsu Security Services
- Fujitsu Consultancy Services
- Fujitsu Services Delivery Management

Fujitsu provides a Smart Sensing solution through which patients’ statuses can be monitored 24/7, ensuring healthcare professionals make informed decisions.

Slingeland Hospital is located in Doetinchem, the Netherlands, and was founded in 1975 as a result of the merger between Wilhelmina Hospital and St. Joseph Hospital. It is a medium sized general hospital with 350 beds and 1,600 staff. A further merger with SKB Winterswijk Hospital is taking place from 2017. Slingeland Hospital is planning to build a new hospital in Doetinchem over the next three years.

“With the Sensing Clinic program, we can monitor our patients 24/7, intervene sooner and use our bed capacity and personnel better. That is good news for the patients and for the hospital.”

Chrit van Ewijk, CEO, Slingeland Hospital
Hydro selects Fujitsu as its technology partner and migrates a Brazilian business to Fujitsu services and hardware, including PalmSecure and Security Operation Center.

Hydro is a fully integrated aluminum company with 35,000 employees in 40 countries on all continents, combining local expertise, worldwide reach and unmatched capabilities in R&D. Hydro is present within all market segments for aluminum, with sales and trading activities throughout the value chain serving more than 30,000 customers. Sustainable future through innovative aluminum solutions.

**Challenge**
Hydro wanted to bring its Brazilian operations into line with the rest of the business to reduce costs and improve performance. It turned to long-time service and technology partner, Fujitsu, for advice.

**Solution**
The Brazilian managed infrastructure services were transferred to Fujitsu. To achieve this, the infrastructure was modernized, including Fujitsu servers, storage and networking, as well as a dedicated Managed Security Service and FUJITSU PalmSecure™ for user ID. Teams in Finland, Norway, Poland, India and Brazil ensured the seamless transition to the new platform.

**Benefits**
- 20 percent reduction in operational costs
- FUJITSU PalmSecure™ provides secure biometric access to devices even in dusty and dirty environments
- One standardized, global IT platform ensures consistency and availability
- Fujitsu Managed Security Service minimizes threats and vulnerabilities

**Products & Services**
- FUJITSU Desktop Management and End User Services
- FUJITSU Directory, Messaging and Collaboration Services
- FUJITSU 24/7 Service Desk
- FUJITSU Server and Storage Hosting

“Fujitsu created an interface with SAP, which is simple, fast and helps us understand actual costs. It delivers a level of visibility that was previously lacking.”

Jo De Vliegher, Chief Information Officer, Hydro
Locarent deployed two FUJITSU PRIMEFLEX vShape solutions to support all core business operations - reducing costs, simplifying management and lowering energy consumption.

Established in 2003, Locarent is owned by Portuguese financial companies Novo Banco and Caixa Geral de Depósitos, with the two aiming to complement their portfolio through car hire. This enables them to take advantage of existing banking networks, thereby offering services at 1,200 branches and through 50 companies. Locarent prides itself on its professional, efficient, high-quality customer service. The company has a fleet of 16,000 vehicles and an annual revenue in excess of €65m.

**Challenge**
Locarent’s aging heterogeneous IT infrastructure was a burden to manage and support, as well as featuring poor application performance. The company wanted to move to an entirely virtualized platform supplied by a single vendor.

**Solution**
Locarent worked with long-term partner Fujitsu to deploy two FUJITSU Integrated System PRIMEFLEX vShape solutions, which include highly scalable industry-standard components such as storage, networking and virtualization software.

**Benefits**
- 95 percent reduction in failure thanks to improved SSD reliability
- 40 percent reduction in energy consumption and the need for less actual space
- 40-95% increase in application performance
- Significant reduction in maintenance has saved Locarent time and money
- Simple, efficient and fast provision of new services and applications

**Products & Services**
- 2 x FUJITSU Integrated System PRIMEFLEX vShape solutions, including:
  - 4 x FUJITSU Server PRIMERGY RX2540
  - 2 x FUJITSU Storage ETERNUS DX200 SF16
  - 2 x FUJITSU Storage ETERNUS CS200
  - 2 x Brocade Switch FC6505
  - 2 x Brocade Switch ICX6450

“Fujitsu has given us a scalable, robust and cost-effective IT platform that safeguards the business for the next five years. It’s faster, easier to manage and makes our users extremely productive.”

Paulo Espirito Santo, DSO Director, Locarent
Heurtey has expanded its fleet of Fujitsu workstations to include the most up-to-date, high-performing models, enabling it to dramatically reduce design and production times.

Heurtey Petrochem is an international oil and gas engineering group focused on two market segments: process furnaces for refining, petrochemicals and hydrogen production; and natural gas treatment, through its subsidiary Prosernat. The group is a technology provider and engineering, procurement & construction player and has developed its business through an extensive network of subsidiaries worldwide, including France, United States, Brazil, Russia, Romania, South Africa, United Arab Emirates, Saudi Arabia, India, Malaysia, South Korea and China.

**Challenge**
The oil and gas industry relies on complex 3D CAD modelling tools to architect and build refineries. Heurtey Petrochem wanted to add the latest, best-performing hardware to its existing fleet of workstations.

**Solution**
As a long-time Fujitsu customer, Heurtey knew it could deliver the build quality, performance and reliability as well as the ability to customize every component. It most recently purchased Fujitsu CELSIUS R940 workstations to deliver faster performance.

**Benefits**
- Production times have fallen from six months to one, making the company more competitive
- The devices will repay the initial investment within a year through saved time and resource
- Reliability ensures optimal availability
- Customizable and interchangeable components enable maximum flexibility and extended lifecycle

**Products & Services**
- FUJITSU Workstation CELSIUS M740
- FUJITSU Workstation CELSIUS R930
- FUJITSU Workstation CELSIUS R940
- FUJITSU Display P27T-7
- FUJITSU Display P27-8

“We used Fujitsu’s online portal to select every component for the workstations, then the kit was delivered pre-configured, pre-installed and ready to plug and play. No other manufacturer offers that flexibility.”

Aurel Tudorache, IT Manager, Heurtey Petrochem
CaixaBank is deploying over 20,000 FUJITSU Tablet STYLISTIC Q736 to implement a customer-oriented concept to securely share information and gather electronic signatures.

CaixaBank has the largest customer base in Spain with over 14 million clients and it employs 32,000 people in 5,000 branches. Because of its focus on innovation, the bank is also widely recognized for its expertise in applying the latest technological advances to enhance customer experience. Its operations are driven by its core corporate values of quality, trust and social commitment. In 2016, CaixaBank was honored by The Banker and Euromoney because of its innovation projects.

Challenge
In a challenging and competitive retail banking market, CaixaBank is always striving to differentiate itself through technology. It wanted to implement a new customer-oriented digital platform that would enable employees to advise customers while sharing information directly and sign contracts digitally without any loss of security.

Solution
The bank is deploying over 22,000 Fujitsu STYLISTIC Q736 tablets with the highest biometric security standards. These devices enable employees to capture signatures and biometric data quickly and easily.

Benefits
- New and digital approach to intensify customer relationship and enlarge business opportunities
- Digitized biometric signatures are expected to be applied to 100 percent of processes before the end of 2017
- More efficient and customer-friendly process as well as ensuring critical information is always available at the touch of a button

Products & Services
- FUJITSU Tablet STYLISTIC Q736, with digital pen

“With the Fujitsu STYLISTIC tablet, our employees can intensify their relationship with customers and let them create, review and sign contracts digitally wherever and whenever they prefer.”

Lorenzo Malo, Chief Multichannel Information Systems, CaixaBank
Logalty’s 24x7 services are supported by Fujitsu’s professional services and technical resources, which help the firm protect its business-critical data.

Logalty was established in 2005 in response to Spain’s Information Society and Electronic Commerce Act (2002), which began regulation of certified electronic notifications and electronic signatures of contracts, providing a legal guarantee for online transactions. “The internet is driving a digital transformation of society, companies, the public and public administrations. This has had a huge impact on the streamlining of the relationship between businesses and their customers, making them more direct and fully transparent,” explains Martinez Téllez, CIO at Logalty.

Challenge
Fujitsu helps organizations to comply with the European Union General Data Protection Regulation (GDPR). The new legislation will come into force in 2018, establishing new requirements for companies when it comes to storing, processing and analyzing the personal data of people in the EU.

Solution
Logalty’s 24x7 services are supported by Fujitsu’s professional services and technical resources, which help the firm protect its business-critical data and its customers’ information while meeting strict security and quality standards. Fujitsu’s services have helped ensure Logalty is ready to meet the requirements of the new EU legislation.

Benefits
- Encryption of company data and customer information ensures compliance with all national and international regulations
- 100% of data encrypted, including biometric
- Availability of professional services and technical resources to provide 24x7 support
- Ready to meet the new GDPR in the EU; mandatory from May 2018

Products & Services
- Fujitsu Security Professional Services
- Fujitsu Managed Security Services
- Fujitsu IaaS
Lokomotion Gym deployed FUJITSU PalmSecure™ to authenticate its members on arrival. It provides a fast, accurate and secure ID solution and eliminates fraud.

Lokomotion Gym opened in Karlskrona in 2004, and has since grown to embrace around 2,000 members. It offers various exercise classes, along with strength training, free weights, cardio machines, strength machines and equipment for rehabilitation. In addition, the gym provides personal training, nutrition counselling, body measurement, fitness and training advice, as well as a rehabilitation team with sports doctor, masseuse, physical therapist, frequency therapist, chiropractor and midwife.

Challenge
Traditional swipe cards to authenticate members can be lost, stolen or loaned to the wrong person. They are also costly to purchase. Lokomotion Gym wanted to find a smarter way of identifying its members.

Solution
The gym turned to Fujitsu for advice and was shown FUJITSU PalmSecure™, a palm-vein recognition solution that makes identifying people simple. Fujitsu then developed the software to connect the device to the gym’s CRM platform.

Benefits
- Palm-vein recognition makes fraud impossible, saving money
- FUJITSU PalmSecure™ is fast, accurate, secure, and is easily able to cope with hundreds of members per hour
- The futuristic technology is a marketing tool, attracting new customers
- The system is totally reliable, with no downtime since installation
- Members always have their authentication with them, reducing administrative work for the gym

Products & Services
- FUJITSU PalmSecure™

An additional benefit is the ‘wow factor’ which the FUJITSU PalmSecure™ creates – there’s a lot of word of mouth and that encourages additional business for us, making us more competitive in a crowded market.”

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Lokomotion Gym

Country: Sweden
Industry: Fitness & Wellbeing
www.lokomotion.se
Swiss telecommunications service provider Sunrise outsourced support for its multi-vendor landscape to Fujitsu, thereby lowering costs and increasing quality.

Sunrise is the largest private telecommunications provider in Switzerland, covering all areas of the industry: mobile, landlines, internet and digital TV. The company puts the needs and satisfaction of its customers at the forefront of its business.

**Challenge**
Sunrise operates in a highly competitive market characterized by ever-changing regulations and unpredictable customer behavior. The company relies on its ability to adapt efficiently and remain innovative, preferring to concentrate on its core business. It therefore sources services such as multi-vendor support from external providers to lower its operating costs.

**Solution**
Support for the entire multi-vendor landscape is now provided by Fujitsu. A standardized stock-take carried out at the start of the project has made both the support costs and the costs of the systems themselves more transparent. SLAs can be changed month-to-month, thereby reducing costs and increasing flexibility.

**Benefits**
- Standardized stock-take process has provided transparency
- Service levels can be amended on a monthly basis to reduce costs and optimize support for the business
- Multi-vendor support with one single point of contact for all hardware issues

**Products & Services**
- Multi-vendor support with one single point of contact for all hardware issues
- Stock-take at the start of the project
Fujitsu supported HMRC’s digital transformation journey delivering its first high volume migration of legacy IT to the cloud.

Fujitsu migrated and virtualised 900 of HMRC’s 1,200 Development and Test servers delivering a flexible, scalable and cost-effective development/test platform.

HM Revenue & Customs (HMRC) was formed following the merger of the Inland Revenue and HM Customs and Excise Government departments. It is the UK’s tax, payments and customs authority and provides services to 50 million customers nationwide. HMRC’s vision is to become the most digitally tax advanced tax authority in the world. To achieve this, HMRC is introducing new digital services to transform the experience of its customers, and is using the latest technology to change how it works internally.

**Challenge**

HMRC’s aging Development and Test data centre was reaching end of life and becoming less cost-effective to maintain. It wanted to find a more flexible solution that would meet the standards needed to continue operations, consolidate its estate and support its broader digital transformation vision.

**Solution**

Fujitsu virtualised 75% of HMRC’s Development and Test servers to its private cloud platform, FAST. The remaining servers were either physically transferred to Fujitsu’s Tier 3 accredited data centre or decommissioned in just two weeks.

**Benefits**

- Fujitsu’s fully transparent and flexible cloud services cost model means that HMRC now only pays for what it uses, reducing cost to HMRC by 25%
- FAST provides a flexible, scalable and virtualised development/test platform with more in-built resilience than traditional physical hardware
- Reduced carbon footprint and improved security/resilience

**Products & Services**

- FUJITSU Consultancy Services
- FUJITSU Data Centre Services
- FUJITSU FAST Cloud

Country: United Kingdom
Industry: Public Sector
www.hmrc.gov.uk
Fujitsu implements a new Oracle ERP platform for 4,000+ Home Group employees making processes faster and more efficient, saving around £8.5m per year.

Home Group, a social enterprise and charity with a turnover of over £350m, is one of the UK’s largest providers of high quality housing and integrated housing, as well as health and social care. It aims to build homes, independence and aspirations through the provision of 55,000 properties. The company also works with almost 30,000 vulnerable people through 500+ supported housing, justice and health services.

**Challenge**

When an audit uncovered 145 individual systems underpinning Home Group, the organisation knew there must be a more efficient way of working. It needed to find an application partner to deploy a new integrated ERP platform.

**Solution**

Over the course of 18 months, Fujitsu designed and implemented a new Oracle ERP platform covering finance, HR, procurement and case management for 4,000+ users. It also developed a mobile app to enable employees to access data in real-time regardless of location.

**Benefits**

- Estimated savings of around £8.5m per year
- Increased efficiency and reduced paper usage
- Increased employee satisfaction due to the right tools and simpler processes
- Saved time as tenants can be assessed and processed at home using the mobile app

**Products & Services**

- Fujitsu Application Development and Integration

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“This has been a true digital transformation for Home Group. It has totally changed the way we work for the better.”

Malcolm Brown, Director of IS, Home Group
Fujitsu and RBS deployed a virtual client service that enables flexible working from any device while new services can be delivered instantly and security issues can be resolved quickly.

RBS is a UK-based bank, headquartered in Edinburgh, Scotland. The group operates a wide variety of banking brands, including The Royal Bank of Scotland, National Westminster Bank, Ulster Bank, Drummonds Bank and Coutts. It offers personal and business banking, private banking, insurance and corporate finance through its offices located in Europe, North America and Asia and has approximately 30 million customers worldwide. RBS has market capitalisation of over £27 billion, making it one of the largest companies on the London Stock Exchange.

**Challenge**
RBS wanted to extend its virtual desktop environment from 20,000 users to 90,000 as part of a workplace enablement initiative. The objective was to free more users to work flexibly from any device, thus reducing the company’s physical footprint and increasing productivity.

**Solution**
The company worked with its technology partner, Fujitsu, to extend the existing virtual client services platform, based on FUJITSU Server PRIMERGY and Microsoft HyperV. Now, 70,000 users have used a self-service portal to automatically upgrade their devices to the new environment.

**Benefits**
- Employees can work flexibly from any device, making them happier and more productive
- New services can be delivered in hours rather than months, making RBS more responsive to its customers’ needs
- Security issues can be addressed more quickly within the central virtual environment
- Millions of pounds’ worth of property has been freed up, removing cost from the business

**Products & Services**
- FUJITSU Virtual Client Services
- FUJITSU Integrated System PRIMEFLEX® vShape

“We can seamlessly give users what they keep asking for. The critical point is that we don't need an engineer to visit their machine - the user can selfselect to upgrade when it suits and the virtual environment takes care of the rest.”

Steve Wood, Head of Workplace Technology, RBS
Tata Power Delhi Distribution Limited

Tata Power-DDL partnered with Fujitsu to implement SAP IS utility for Goa Electricity Department, India, supporting over half a million customers with flexible billing.

Tata Power Delhi Distribution Limited (Tata Power-DDL) is a joint venture between Tata Power and the Government of Delhi which distributes electricity to a populace of 7 million. The company started operations on July 1, 2002 after the unbundling of the former Delhi Vidyut Board (DVB). With a registered consumer base of 1.51 million and a peak load of around 1764 MW, the company’s operations span across an area of 510 km². Since 2005, it has enjoyed great success using SAP ERP services to reduce the need for manual intervention and improve business processes.

**Challenge**
Goa Electricity Department (GED) wanted to increase revenue, enable digital transformation, automate processes and introduce online functionality. In order to meet these objectives, Tata Power-DDL needed a systems integration and SAP application specialist partner for implementation of SAP ISU, ERP and CRM platforms.

**Solution**
Based on its long-standing relationship, it chose to collaborate with Fujitsu, which spent six months implementing SAP with required interfaces between SAP and non-SAP applications as well as the migration of data from existing legacy GED systems.

**Benefits**
- Replaced an almost entirely paper-based system with a standardized, automated platform enabling end-to-end billing, from the call center to online payments
- More than 600,000 customers enjoy transparent billing via an online portal
- GED can generate reports at the touch of a button with minimal potential for human error, improving accuracy and reducing losses

**Products & Services**
- FUJITSU Business Application Services
- SAP IS Utility Implementation, OS & DB Migration, Implementation of Sybase
- SAP Modules: IS – Utility (DM, FICA, Billing, UCES, CS), FICO, PS, PM, MM, CRM, Payroll, BI, DMS, PI

“Working as one team with up to thirty Fujitsu & Tata Power-DDL engineers, we were able to make it a remarkably fast implementation, taking just six months to complete.”

Satya Gupta, Head of IT, Tata Power Delhi Distribution Limited
Kimplas collaborated with Fujitsu to deploy a new SAP Services platform that now underpins the business and simplifies the generation of reports and invoices.

Kimplas Piping Systems Ltd (Kimplas) is India’s largest manufacturer of world-class electrofusion (EF) and compression fittings, as well as valves, welding machines and tools. MDPE pipes are sourced from dedicated suppliers who manufacture to Kimplas’ specifications. It has successfully introduced EF Fittings in drinking water systems and is currently the market leader in India, in the gas and water sectors. The company has modern mould manufacturing facilities supported by a team of experienced design developers, and is constantly expanding its range of products to meet market demands.

Challenge
Kimplas sought to replace its disparate legacy ERP systems with a unified platform for improved efficiency and data visibility. It also aimed to conform to the incoming mandatory Goods and Service Tax.

Solution
Kimplas chose Fujitsu to create a new SAP Services model, the first of its kind in India. Fujitsu now offers support and operational services, including infrastructure hosting, from its own local data center and Global Delivery Center, based in Pune, India.

Benefits
- Full compliance with the Goods and Service Tax introduced by the Indian government
- Reports and invoices now generated at the touch of a button, making the company more responsive and increasing productivity
- Significant increase in operations visibility - enhancing efficiency and eliminating errors

Products & Services
- FUJITSU SAP Services
- FUJITSU Professional Services

"Fujitsu created an interface with SAP, which is simple, fast and helps us understand actual costs. It delivers a level of visibility that was previously lacking."

Preeti Patki, CFO, Kimplas Piping Systems Ltd

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Preeti Patki, CFO, Kimplas Piping Systems Ltd
BBAC Bank

“Fujitsu’s proposal was less complex than the competition, featuring one consolidated All-Flash storage cluster. It also boasted integration with the ETERNUS CS200c appliance with Commvault software.”

Francois Balaa, Head of IT, BBAC

BBAC deploys Fujitsu ETERNUS All-Flash storage to increase application performance times, making users more productive and customers happier.

BBAC is one of the top 10 banks in Lebanon. It provides a full range of banking and financial solutions to individuals and corporations through an extensive network of sixty-seven ATMs and forty-two branches; including three international branches, one in Limassol, Cyprus and two in Erbil and Baghdad, Iraq. In addition, it has a representative office in the United Arab Emirates. By the end of 2015, BBAC had a total workforce of 823 employees.

Challenge
When its existing storage platform reached end of life, BBAC wanted to radically transform its approach to storage by deploying an All-Flash environment. However, achieving this within a tight budget was a challenge.

Solution
BBAC worked with local partner Computel to deploy Fujitsu storage with high availability (transparent failover with storage cluster), backup and data management, and disaster recovery for business continuity with replications in three data centers. This now supports all the bank’s key financial applications with built-in backup and replication in a virtualized environment.

Benefits
- Application performance is ten times faster
- Improved user and customer experience
- Integrated backup and disaster recovery ensures optimal availability
- Power consumption has decreased by 30 percent, reducing costs
- The system can scale flexibly to meet future needs

Products & Services
- FUJITSU Server PRIMERGY Scale out systems (CX2550 & CX2570, distributed in 3 CX400 racks over 3 sites)
- FUJITSU Storage ETERNUS All-Flash Arrays: AF650 and AF250
- FUJITSU Storage ETERNUS CS200c Integrated Backup Appliance with Commvault software
Diana Holding has deployed FUJITSU PRIMEFLEX® for SAP® HANA® for production, warehouse management and logistics, increasing efficiency, speed and reliability.

Since its original foundation in 1956 and eventual incorporation thirty years later, Diana Holding Group has become one of Morocco’s leading players in the agri-food industry. Inspired by its love of the land, the company has diversified into multiple sectors, including viticulture, olive oil production and farming, consequently laying the foundations for a fully integrated and constantly evolving organization. Diana Holding is the seventh largest private group in Morocco, with a turnover of three hundred million Euros and 6,500 employees.

**Challenge**

Faced with multiple, siloed IT environments across its many business units, Diana Holding wanted to consolidate and centralize its business processes on SAP HANA. When it wanted to extend its initial implementation, it needed a partner with the right skills and experience.

**Solution**

Diana Holding worked with Fujitsu Morocco, in collaboration with central SAP HANA experts and local partner, to set up the new FUJITSU Integrated System PRIMEFLEX for SAP HANA platform. This fast implementation supported the short overall project timeline of five months to deploy the new SAP HANA-based services to its subsidiaries.

**Benefits**

- Savings of €700k per year courtesy of improved inventory tracking in its bottling business
- The HANA infrastructure is flexible, can be extended, add new modules, and will support a future migration towards S/4 HANA
- Hundreds of users will enjoy increased productivity and enhanced visibility of operations for optimal efficiency

**Products & Services**

- FUJITSU Integrated System PRIMEFLEX® for SAP® HANA®
- Fujitsu Technology Advisory Services for SAP HANA including preload services and data center integration

“FUJITSU PRIMEFLEX® for SAP® HANA® arrived pre-configured based on our specifications so it was literally plug-and-play to install.”

Reda Loudiyi, CIO, Diana Holding Group
South African Airways upgraded its Fujitsu PegaSys platform to include the Network Aware module, providing real-time fleet tracking using rich 3D visualisation.

Founded in 1934, South African Airways is the leading carrier in Africa, serving 56 destinations, in partnership with SA Express, Airlink and its low cost carrier, Mango. The SAA Group operates a fleet of 58 state of the art aircraft. Approximately 800 Flight Deck and 1,800 Cabin Crew serve thousands of passengers every month. SAA is the winner of the ‘Best Airline in Africa’ Award in the regional category for 14 consecutive years and the winner of ‘Service Excellence Africa’ for three years.

Challenge
South African Airways (SAA) is a long-time customer of Fujitsu PegaSys, which, although an industry leading product, had become a little dated. Its user interfaces, functionality and the general user experience needed upgrading to make crew schedules more efficient for enhanced productivity and employee satisfaction.

Solution
Fujitsu partnered with Constraint Technologies International (CTI), headquartered in Melbourne, to drive the next stage in PegaSys’ evolution and provide South African Airways with the tools it needs.

Benefits
- PegaSys Network Aware (NA) adds mobility, enabling consolidated real-time fleet tracking data on a range of devices using rich 3D visualisation
- PegaSys NA enables SAA staff to be in contact at all times and locations, transforming the workplace from being desk/PC-bound to full mobility
- The Executive Management view provides real-time KPI rendering, such as on-time performance, load factor and cancellation

Products & Services
- Fujitsu PegaSys Network Aware

“Keeping up with technology can be something of a challenge. Fujitsu has been able to keep us going by digitising our cabin crew and flight deck crew data. We are going from strength to strength.”

Shaun Pillay, Head of Inflight Service and Logistics, South African Airways
Volkswagen South Africa replaced +300 physical servers with 14 virtualised FUJITSU Server PRIMERGY for lower costs and improved performance.

Founded in 1937 and renowned for its iconic VW Beetle, Volkswagen (VW) is the world’s largest automobile manufacturer with annual revenues of USD$245bn. Its South African subsidiary VW SA is based in Uitenhage, and employs 3,800 people across the country. In South Africa alone, VW produces around 120,000 cars, 65 per cent of which are for the export market.

**Challenge**

Volkswagen South Africa wanted to replace more than 300 legacy data centre servers with a modern, virtualised and consolidated solution in order to fully exploit the opportunities offered by ‘Industry 4.0’ and the Internet of Things.

**Solution**

By leveraging the existing global relationship in place with Fujitsu, it was able to deploy a cost effective, high-performing new data centre, consisting of 14 FUJITSU Server PRIMERGY RX2530, each hosting an average of 25 virtual machines and supporting over 100 business critical applications.

**Benefits**

- Reduction in annual operating costs
- Capacity has increased by 35 per cent, processing power has leaped 150 per cent, so VW SA can quickly scale and roll out new products and services
- Vehicle body production automation has increased to 70 per cent, making the manufacturing process significantly more agile
- Total visibility of business intelligence, enabling smarter business decisions

**Products & Services**

- 14 x FUJITSU Server PRIMERGY RX2530

“The data centre allows us to address market demands without additional investment. Vehicle manufacturing automation has increased significantly allowing for a modernised and responsive manufacturing process.”

Antonio Raposo, CIO, Information Services, Volkswagen Group South Africa
Get involved
you’ll be in good company

We hope you choose to give a reference to Fujitsu. Your story will stand alongside other global brands and innovation leaders.

To see more of our customer case studies, please download our app “Customer Stories”

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Let’s get started
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