Your vision, and Fujitsu. Together we can change the world

Americas
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

The 13 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.

<table>
<thead>
<tr>
<th>Country</th>
<th>Customer Name</th>
<th>Industry/Category</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada</td>
<td>Hôpital Montfort</td>
<td>Healthcare</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Government of Alberta</td>
<td>Public Services</td>
<td>5</td>
</tr>
<tr>
<td>USA</td>
<td>TIGI Linea</td>
<td>Cosmetics</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>St Michael the Archangel High School</td>
<td>Education</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>TechShop</td>
<td>Education</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>KPaul Properties LLC</td>
<td>Medical Supplies</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>H. B. Fuller</td>
<td>Industrial Adhesives</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>City of Calhoun</td>
<td>Public</td>
<td>11</td>
</tr>
<tr>
<td>Brazil</td>
<td>Sabesp</td>
<td>Waste Management</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Fromtis</td>
<td>Information and Technology Services</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>National Treasury Secretariat</td>
<td>Public</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>ICE Special Cards</td>
<td>Information Technology and Services</td>
<td>15</td>
</tr>
<tr>
<td>Caribbean</td>
<td>First Citizens Bank</td>
<td>Financial Services</td>
<td>16</td>
</tr>
</tbody>
</table>
Challenge
Hôpital Montfort wanted to transform its surgical department, considered as the core of its activities. It started with the goal to improve processes within its orthopedic department to enhance the patient journey, reduce costs and increase the quality of life for its staff.

Solution
Having already applied the Lean approach to its ER and achieving favorable results, the hospital was keen to use it again. As such, Fujitsu was invited to analyze the existing environment, make recommendations for improvement, and develop a five year plan to realize several key objectives.

Benefits
- Reduced room changeover time from 65 minutes to 45 minutes, reducing the time that patients wait on the emergency list
- Reduced surgery delays from 69 percent to 42 percent, improving the patient experience
- Reduced number of surgery instruments kits required by 36 percent for certain types of surgeries, leading to cost and time savings as well as a reduction in instrument contamination rates from 0.89 to 0.29 percent
- Reduced number of patient visits required, with 20 percent of pre-op interviews now taking place over the phone, mitigating the inconvenience of patient travel for in-person meetings

Products & Services
- Fujitsu Lean IT Consultancy

Hôpital Montfort

Hôpital Montfort is a university teaching hospital affiliated with the University of Ottawa.

It delivers short-term primary and secondary healthcare in French and English to over 1.2 million residents of Eastern Ontario. Montfort is the only hospital in Ottawa administered in French and the only Francophone academic healthcare institution west of the province of Quebec. It has 300 beds and around 300 physicians.

“Thanks to the Lean improvements and the increased efficiency, we can effectively do one extra case at the end of every day.”

Dr Guy Moreau, Chief of Medical Staff and Orthopedic Surgeon, Hôpital Montfort
Challenge
The Alberta Government wanted to find a new provider that would introduce new features and reinvent the service desk process.

Solution
After a comprehensive benchmarking procedure, the organization identified the key criteria and went to market. Fujitsu’s combination of experience, capability and cost-effectiveness made it the ideal partner.

Benefits
- First call resolution of 75 percent, an increase of seven percent, makes users more productive
- Client satisfaction has risen to 90 percent, reflecting user happiness
- The detailed transition plan enabled 30,000 users to be migrated over the course of four months without disrupting the business
- Fujitsu is also introducing innovation to the service desk and adding new channels such as online chat and social media

Products & Services
- Fujitsu Service Desk

Government of Alberta

“We’ve increased first call resolution by seven percent to 75 percent and client satisfaction from 85 percent to 90 percent. That’s a clear indication that this service desk is better.”

Simon Tse, Vendor Manager, Government of Alberta

Alberta is Canada’s fourth-most populous province and its capital, Edmonton, is the primary supply and service hub for Canada’s crude oil, oil sands and other resource industries.

South of the capital is Calgary, Alberta’s largest city and former host to the Winter Olympics. The Province’s government employs over 30,000 people across a wide variety of departments and agencies, serving a population of over four million.
Challenge
TIGI had relied on numerous SPARC® servers over the years, but they had become outdated, slow, and costly to support. TIGI wanted to find a more modern, flexible hardware platform with robust virtualization capabilities to support its critical e-business and e-commerce functions.

Solution
The company replaced seven legacy servers with three Fujitsu M10-1 servers, which now run Oracle E-Business Suite and web services for 350 global users. The SPARC64® X+ processors deliver blistering speeds within a compact 1U chassis.

Benefits
- Application performance has increased by 50 percent, making users more productive
- Electricity and air conditioning bills have been cut dramatically courtesy of the reduced energy demand
- TIGI can flexibly add and remove CPU cores to scale with the business and control software licensing spend
- The Fujitsu M10-1 server’s small form factor frees up precious space in the data center

Products & Services
- Fujitsu M10-1 Server
- Oracle Solaris®
- Oracle VM Server for SPARC

"We can add and remove CPU resources as required, which allows us to dynamically scale while managing costs. We have also eliminated most of the support spend which had been spiralling out of control.”

Freddy Fernandez, Database Administrator, TIGI Linea

TIGI Linea has deployed three Fujitsu M10-1 servers to virtualize its Oracle® E-Business Suite and e-commerce servers for faster speeds, lower costs, improved reliability and disaster recovery.

TIGI Linea produces and sells various hair care products, including shampoos, conditioners and lighteners, to hairdressers, salon owners and consumers. Now based in Lewisville, Texas, it was incorporated in 1985 and now operates as a subsidiary of global giant Unilever.
Challenge
After four years of successfully using Fujitsu LIFEBOOK devices in its 1:1 program, St. Michael wanted to introduce a more modern device to enhance productivity and functionality. After careful evaluation of the market, the school decided to partner again with Fujitsu.

Solution
St. Michael is deploying a further 760 Fujitsu devices to its students and faculty, running applications including DyKnow®, Moodle® and Microsoft® OneNote®. In addition, its student-staffed helpdesk has grown to 12, providing first line support for any issues.

Benefits
■ Increased processing power improves the user experience and boosts productivity
■ All-day battery life negates the need to plug in the devices during class
■ Larger screens and backlit keyboards in a smaller form factor improve usability and enhance multitasking
■ In-house helpdesk support ensures speedy repairs and equips students with Fujitsu certification

Products & Services
■ Fujitsu LIFEBOOK® T732 Tablet PC
■ Fujitsu LIFEBOOK® T936 Tablet PC

When St. Michael School's tablets reached end of life, it replaced them with the next generation of Fujitsu LIFEBOOK devices increasing productivity for 700 students.

St. Michael the Archangel Diocesan Regional High School is a co-educational college preparatory school that provides a rigorous, comprehensive education. Staffed by a dedicated faculty, the school prides itself on an innovative Technology Department offering courses that range from Computer Science to Advanced Programming and Computer Architecture. Its mission is to provide students and teachers with the requisite resources to integrate technology into the learning environment, with continuous technology professional development, and training throughout each school year.

“Fujitsu has helped us transform these devices from glorified notebooks into a truly next generation learning platform that will equip our students with the skills and knowledge they need to thrive.”

Abby Tate, Technology Integration Specialist, St. Michael the Archangel High School
“It’s hard to top the satisfaction people get as they see their ideas take form. We want to help people see that we live in an age in which anyone, kids and adults alike, can enjoy making things and innovate in our open workshops.”

Mark Hatch, CEO, TechShop

Driving the Maker Movement for long-lasting innovation.

TechShop is a pioneer. It is a leader in the Maker Movement, inspiring innovation through making. TechShop offers the general public unlimited use of any of its eight workshops across the U.S. for $125 per month. One of the greatest values of TechShop is its ability to attract people from various backgrounds. Each location is equipped with a full suite of tools needed for making, from traditional machine tools like lathes to 3D printers and the latest in digital design software and machine tools. By providing access to factory-grade facilities at such a low cost, TechShop attracts entrepreneurs, engineers, artists, designers, hobbyists and students, all under the same roof.

Challenge
Provided with the right environment, we all have the power to innovate. Children are no exception. In fact, they often see problems differently and have ideas that would not occur to an adult.

Solution
The TechShop Inside! - Powered by FUJITSU initiative is the world’s first mobile open makerspace, housed within a seven-meter long trailer. This space is loaded with hand tools, 3D printers and laser cutters alongside Fujitsu laptops and tablets.

Benefits
- Introduces children to the joy of making, providing selected machining tools that can be safely and easily used even by young first-timers
- Provides children and adults with a forum for experiencing innovation through making
- All of the equipment is modular, allowing it to be brought outside the trailer into a wider space, to enable more children to use the equipment

Products & Services
- TechShop Inside! - Powered by FUJITSU
KPaul installed two FUJITSU Server PRIMERGY RX2540 M2 units to support core business functions, enabling 100 percent reliability at 15 per cent lower cost.

KPaul Properties LLC is one of the fastest growing manufacturers and distributors of IT supplies in the USA. Headquartered in Indianapolis, KPaul offers customers truly holistic solutions; encompassing everything from initial consultation to the development of bespoke programs and the installation and the management of IT software and equipment. Serving clients across the USA, including nearly every Federal Government agency, KPaul helps its clients increase efficiency and reduce costs.

**Challenge**
KPaul needed to replace its legacy server platform with a new virtualized environment. It wanted a low cost, high-performance server that it could also package and resell to its own customer base.

**Solution**
The company installed two FUJITSU Server PRIMERGY RX2540 M2 units to replace the existing eight physical servers. These support all key business applications, including the vital e-commerce platform. It is also installing Fujitsu servers with specialist medical software for sale to hospitals.

**Benefits**
- Costs have been reduced by 15 percent, through virtualization
- Delivered 95 percent uptime with the remainder dedicated to scheduled out-of-hours maintenance for maximum availability
- KPaul has identified 30 potential veterans’ hospitals for its Fujitsu solution, which will benefit from the lower costs, better performance and unbeatable reliability

**Products & Services**
- FUJITSU Server PRIMERGY RX2540 M2

---

“"We install and configure medical software on the Fujitsu PRIMERGY® server. We’re hoping this low-cost, one-stop-shop approach will encourage cash-strapped medical facilities to invest in this potentially life-saving solution.”

Melanie Gribbins, Project Manager, KPaul Properties LLC
Fujitsu operates and hosts global SAP system for H.B. Fuller.

H.B. Fuller has been one of the world’s leading manufacturers of industrial adhesives for nearly 130 years. Founded as a one-man workshop for wallpaper paste by Harvey Benjamin Fuller in 1887, the company develops innovative solutions that meet a variety of adhesive requirements in the industrial environment. The product portfolio includes thermoplastic hot melt adhesives as well as cyanoacrylates, solvent-based, water-based, epoxy, urethane, and other reactive adhesives. The company’s customer base includes businesses from the engineering, electronic and assembly materials, hygiene, construction, automotive, packaging and other industries. In 2013, the multinational manufacturer, whose head office is located in St. Paul (Minnesota), generated net sales of two billion USD.

Challenge
To ensure standardized business processes at its globally distributed locations, the adhesives manufacturer wanted to introduce a global SAP® solution. The company’s intention was to initially implement the systems at its head office in the US, followed by a gradual rollout at other locations in North and South America, Europe, India, the Middle East, Africa and the Asia-Pacific region.

Solution
Fujitsu implemented a classic, three-level SAP environment at the head office in St. Paul (Minnesota). During the outsourcing process, Fujitsu built the systems at its certified high-security data center in Neckarsulm (Germany) and subsequently mirrored them at the data center in Neuenstadt am Kocher. In addition, Fujitsu takes care of the rollout process in the other global locations in the regions South America, Asia and Europe.

Benefits
- 99.5 percent global availability of SAP systems
- Wide area network (WAN) ensures secure and high-performance connection of all systems with the US head office
- Stable infrastructure enables secure worldwide rollout of SAP systems
- Flexible allocation of server and storage resources upgrade the global SAP environment in each individual country

Products & Services
- Implementation of a three-level SAP® environment at the US head office
- Systems hosted in certified high-security data centers in Neckarsulm
- System mirroring at second data center
- Infrastructure rollout in other global locations like South America, Asia and Europe

“Fujitsu’s infrastructure offers the kind of stability that we need to ensure a secure worldwide rollout of our SAP systems.”

Michael Schmidt, SAP Technical Manager & Information Security Officer Information Technology, H.B. Fuller
The City of Calhoun relies on 20 aging physical servers to support crucial functions, including the police department, court systems, and utilities. However, it lacked any disaster recovery (DR) capability. It therefore wanted to introduce a modern, virtualized, server environment with in-built resilience.

The city turned to trusted IT partner Pinnacle NetworX with its requirements. Pinnacle NetworX™ recommended FUJITSU PRIMERGY® and ETERNUS hardware, replicated across two locations. FUJITSU Professional Services was later enlisted to ensure the DR was automated and in real-time.

“Digital services are important not just for our 150 user but for all our citizens so ensuring maximum availability is our responsibility. Fujitsu and Pinnacle NetworX have helped us achieve this.”

Brad Carrick, Director of Telecommunications
City of Calhoun

The City of Calhoun replaces its 20 aging legacy servers with four Fujitsu servers across twolocations. This enables the partial virtualization of the estate and added disaster recovery.

The City of Calhoun is the county seat of Gordon County, Georgia and offers a safe and friendly small-town atmosphere with award-winning educational and athletic programs.

Challenge
The City of Calhoun relied on 20 aging physical servers to support crucial functions, including the police department, court systems, and utilities. However, it lacked any disaster recovery (DR) capability. It therefore wanted to introduce a modern, virtualized, server environment with in-built resilience.

Solution
The city turned to trusted IT partner Pinnacle NetworX with its requirements. Pinnacle NetworX™ recommended FUJITSU PRIMERGY® and ETERNUS hardware, replicated across two locations. FUJITSU Professional Services was later enlisted to ensure the DR was automated and in real-time.

Benefits
- In-built resilience ensures optimal availability in the event of failure
- Ease of management enables IT team to focus on more strategic tasks
- Smaller physical estate results in space and energy savings
- Fujitsu ‘Call Home’ feature ensures maximum uptime

Products & Services
- FUJITSU Server PRIMERGY RX300
- FUJITSU Storage ETERNUS DX90 S2
- FUJITSU Storage ETERNUS DX100 S3
- FUJITSU Professional Services
Sabesp was using a proprietary mainframe platform with obsolete technology and high maintenance costs due to the difficulty of finding qualified personnel. It needed to install modern infrastructure that would provide it with greater processing power and be open to the products and services on the market.

Fujitsu won the Sabesp tendering process to meet its specified capacity and price criteria regarding the installation of an open environment platform with SAP technology, and based on x86 architecture.

“For this project there was a requirement for high-volume SAP® processing and one of the few machines able to meet our needs was Fujitsu’s own platform.”

Alexandre Rocha, Head of the Operations and Infrastructure Department, Sabesp

Sabesp purchases Fujitsu servers featuring modern technology which provide improved flexibility in the use of tools and applications, as well as reducing costs.

Sabesp is one of the largest waste management companies in the world. It was founded in 1973 following the merger of several municipal companies. It is responsible for the catchment, treatment, and distribution of drinking water, as well as the collection and treatment of sewage in the 366 municipalities of the State of São Paulo, serving in total almost 30 million people. Whilst its shares are traded on the New York and São Paulo stock exchanges, it is controlled and managed by the State of São Paulo. In 2016, its operating profit was BRL 10,768 million.


**Challenge**
Sabesp was using a proprietary mainframe platform with obsolete technology and high maintenance costs due to the difficulty of finding qualified personnel. It needed to install modern infrastructure that would provide it with greater processing power and be open to the products and services on the market.

**Solution**
Fujitsu won the Sabesp tendering process to meet its specified capacity and price criteria regarding the installation of an open environment platform with SAP technology, and based on x86 architecture.

**Benefits**
- Platform with modern technology
- Flexibility to use market tools and solutions
- Increased support availability
- Reduced costs
- Improved data protection security
- Improved processing power
- Modularity enables equipment and services to be easily scaled up

**Products & Services**
- 8 x FUJITSU Server PRIMEQUEST 1800E2
- 10 x FUJITSU Server PRIMEQUEST 2800E
- 2 x FUJITSU Server PRIMEQUEST 2800 E2
- Configuration of 4 servers as SAP® HANA® appliances
In Fujitsu, Fromtis found the right partner to develop rapid and flexible cloud-based solutions for its customers in the financial sector.

Fromtis, Serviços de Tecnologia Ltda., is a company focused on technological solutions, products and services for the financial market, specializing in capital markets. Based in São Paulo, it is a leader in the processing and control of Credit Right Investment Fund (CRIF) fiduciaries. It also provides legal products, (Bacen 3040 and CVM 489), CIP C3 and management reports, and develops specific products to meet demand from the investment fund management market.

**Challenge**
To respond to customer requirements, Fromtis looked for a partner to provide a cloud-based infrastructure that would guarantee good performance from the IT applications it sells to companies in the financial sector, who wanted to reduce space and investment without compromising security.

**Solution**
The partnership with Fujitsu allowed Fromtis to offer various cloud service options to its customers, improving the performance of its products and guaranteeing that they comply with the financial sector's legal requirements.

**Benefits**
- Servers located in Brazil facilitate audits
- Provide high-performance information processing that is scalable, secure and has high availability
- Rapid equipment and service updates
- Support for business expansion

**Products & Services**
- Fujitsu Cloud

“The structure offered by Fujitsu allows growth in line with the customer’s needs. In addition, it’s always running on the best machines they have.”

*Milton Bressa and Edmar Pissardo, Director Partners, Fromtis*
The National Treasury Secretariat implemented a tax information collection system that uses XBRL technology supplied by Fujitsu, to facilitate analysis and dissemination to the public.

The National Treasury Secretariat (Secretaria do Tesouro Nacional - STN) is the central federal accounting body and custodian of tax policy of the Brazilian government. Its functions are, among others, to receive accounting and financial information and tax statistics from the subnational entities, then to publish and disseminate it to the public: Municipalities, States, Federal District, and the Union.

**Challenge**
The National Treasury Secretariat (STN) needed to modernize its system for collecting and disseminating accounting, tax and financial information from subnational entities, which was a slow and bureaucratic process that was previously done through the agencies of the Caixa Econômica Federal bank.

**Solution**
The STN designed the Accounting and Tax Information System of the Brazilian Public Sector (SICONFI), which simplifies and facilitates the whole process, using the XBRL standard, a specific technology optimized for the exchange of financial data, using software infrastructure supplied by Fujitsu.

**Benefits**
- Decreased the time taken to file their accounts for subnational entities
- Enabled some information collection processes to be automated
- Increased the number of declarations filed by subnational entities
- Facilitated the analysis and dissemination of information
- Enabled the use of data by different departments

**Products & Services**
- Software infrastructure for handling XBRL documents

"Having a system that would have less impact for users enabled much higher levels of adhesion. The process is much faster, you no longer need to travel to a particular place, everything is done via the Web."

Leandro Moreira Souto, Project Manager, Centre for Consolidation and Transparency of Public Accounts, National Treasury Secretariat
ICE needed a practical and efficient solution that guaranteed security when accessing the data center where sensitive information is stored. The existing security level in the company complies with the best practices imposed by the international Information Security standards, to which ICE is certified.

**Solution**

The FUJITSU PalmSecure palm vein reader offers the highest level of security available on the market. The terminal, installed by Telemática, is practical, discreet, faster, and more effective than the other access-control systems used by ICE in low security areas.

**Benefits**

- Greater security for restricted environments
- Simple user registration
- Faster than other biometric access control systems
- Effective employee authentication
- More hygienic biometric reading process

**Challenge**

ICE installs an access control system with a palm vein sensor, FUJITSU PalmSecure, to increase the security of critical access points.

Operating in the secure production market for more than 20 years, ICE started out in the manufacture and logistical distribution of inductive cards. ICE currently has contracts in the public and private sectors, covering the production and personalization of security printouts, document scanning, production, the distribution of vehicle badges and car license plates, the implementation and operation of biometric identification and validation systems, and traceability and complete solutions for the control and monitoring of vehicle inspections, among others.

**Products & Services**

- 2 x FUJITSU PalmSecure sensors

---

“With this security control, we are more compliant with ISO 27001. When I have an audit and I show the system to the auditor he does not have any questions.”

Walter Fabbri Junior, IT Infrastructure Coordinator, ICE Special Cards

Country: Brazil  
Industry: Information technology and services  
www.icecards.com.br
First Citizens Bank

“The Fujitsu team had the experience and expertise necessary to transform the IT environment for our Investment Services line of business.”

Princess Adams, Program Manager, First Citizens Bank

First Citizens is one of the leading financial services groups in Trinidad & Tobago, offering a full range of retail, corporate and merchant banking services as well as asset management, trustee and brokerage services.

In 2009, First Citizens acquired Caribbean Money Market Brokers Limited (now rebranded as First Citizens Investment Services Limited), the largest full service securities trading company in the Caribbean, with offices in Trinidad & Tobago, Barbados, St. Vincent and St. Lucia. In January 2012 the Group ventured into the Central American market and opened a representative office in Costa Rica, which is expected to propel the First Citizens brand abroad.

Challenge
Faced with an unreliable data center whose lease had nearly expired, First Citizens Bank Investment Services wanted to find a new platform to support its business critical banking applications. It needed a partner with both the IT expertise and the project management capability to handle the task.

Solution
Using Fujitsu’s proprietary project management methodology and templates, the bank migrated 20 applications to the Fujitsu Cloud platform, hosted in its Tier 3 data center in Barataria.

Benefits
- Fujitsu’s project management capability reduced the burden on the bank’s internal team, ensuring they could focus on other areas of the business
- The IT team at First Citizens has freed up 20 percent more time as a result of handing hardware management to Fujitsu, enabling it to focus on innovation and internal customer support
- The bank expects IT costs to be reduced by 12 percent over six years
- New services can be provisioned in hours rather than weeks, accelerating time to market and making the bank more responsive to changing market demands

Products & Services
- Fujitsu Infrastructure as a Service
- Fujitsu Project Management

Country: Caribbean
Industry: Financial Services
www.firstcitizenstt.com
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”

Or visit our dedicated customer stories channel on: YouTube.com/FujitsuCaseStudies

Let’s get started

If you’re interested in finding out more, please contact your Fujitsu Account Manager or get in touch with the Head of the Global Customer Reference Program, Umesh Patel at:

Umesh.Patel@uk.fujitsu.com
+44 7867 830305