Helping to make customer-facing operations faster and more efficient
Resona Bank, Ltd.

Japan’s Resona Bank is on a mission to eliminate waiting time at its bank branches while enhancing the range of services on offer. This is the basis for a program designed to create a nationwide network of next-generation retail banking outlets. The high, imposing counters of the past are being replaced by “Quick Navi” service booths that feature automatic teller machines (ATMs) and waist-height desks where Resona employees stand and deal directly with customers. By eliminating the need for customers to go to teller windows to fill in forms to deposit or withdraw money, Resona is significantly reducing the time needed for banking procedures. Customers have been impressed by this groundbreaking approach, which aims to take the waiting out of banking, as well as appreciative of the more attentive service. Moreover, this enhanced efficiency is significantly lowering the cost of teller operations. This means Resona can allocate more office staff and space to dealing with customers, allowing employees to devote more time to providing individualized attention. As a key partner in Resona’s next-generation branch office program, Fujitsu has helped make this transformation possible by providing total support for the planning, development and introduction of all the necessary IT systems. The result is a unique business model in the Japanese banking sector.

Upgrading information and communications systems to ensure the delivery of reliable, up-to-the-minute disaster and weather news
Japan Meteorological Agency

The daily weather reports in newspapers and on TV are based on meteorological data gathered and analyzed from sources worldwide. Last year, to enhance the efficiency and sophistication of its weather forecasting and delivery capabilities, Japan’s Meteorological Agency revamped the information and communications systems critical to its weather observation and forecasting operations. As part of the upgrade, the systems at four existing sites in East Japan were integrated at one location. By combining system operation and management at a single site, the agency was able to significantly reduce operating costs, while system upgrades mean vast quantities of data—up to about 2 billion characters, or the equivalent of 150,000 newspaper pages—can now be disseminated in a single day. Moreover, the robust system can rapidly deliver highly accurate information even in the event of an earthquake or typhoon. Fujitsu’s support has been vital to the success of the upgrade, which is underpinned by fully redundant system architecture that ensures non-stop stable operation. Leveraging our strengths in the provision of the latest open-standard systems technology, advanced system development capabilities and finely tuned customer support, we are supporting infrastructure critical to society.
**Going global with Fujitsu POS software**

**Godiva Chocolatier**

Founded in Brussels, Belgium by Joseph Draps over 80 years ago, Godiva Chocolatier is the world leader in super premium chocolate. Godiva owns and operates more than 450 boutiques and shops worldwide, and has a presence in more than 80 countries.

Historically, Godiva operated as four separate business units (North America, Europe, Asia Pacific and Japan). As part of a global growth initiative, the company’s goal was to achieve a consistent IT solution across all geographies. Fujitsu GlobalSTORE retail POS application is a key element of its global store technology platform.

Godiva selected GlobalSTORE because it offers the flexibility to easily configure the same POS application to address specific country needs at any location around the world. This flexibility has enabled Godiva to quickly deploy GlobalSTORE in more than 300 stores in the US, Canada, Singapore and other areas. The next phase of deployment will include several countries in Europe, and Japan will follow in early 2008.

**Delivering a high-bandwidth private network to support a state-of-the-art educational environment**

**Seattle Public School District**

Fujitsu is succeeding in the US educational market by supplying a high-bandwidth private network to the largest school district in Washington State. The Seattle Public School District selected Fujitsu products for a district-wide network comprising the FLASHWAVE 4000 multiservice SONET platform and FLASHWAVE 7500 reconfigurable optical add/drop multiplexer (ROADM), with NETSMART 1500 element management software.

The result is a high-bandwidth private network that supports all of the Seattle Public School District’s voice and data needs, while realizing significant ongoing cost savings by replacing expensive, slower, leased T1 and T3 services. With Seattle’s elementary, middle, and high schools receiving broadband connections in excess of 100 Mbps, the district is delivering the bandwidth necessary to support a state-of-the-art educational experience for its 47,000 students. In the future, this network will bring video streaming and distance learning into the classroom.
Deploying a pioneering palm vein-based biometric ID solution at a primary school in Scotland

**Todholm Primary School**

Kids at Todholm Primary School in Paisley, Scotland now have a cool way of buying their school lunches—all they have to do is place a hand over a sensor. As part of a government initiative in Scotland to improve the provision of school meals, Fujitsu and partners deployed a pioneering biometric ID cashless payment system at the school’s cafeteria. As well as allowing the children to quickly pay for their meals without fumbling around for change or meal cards, the system, which is easy to use and quickly and accurately verifies users, also replaces a former color-coded voucher system for subsidized school meals, thereby removing the social stigma felt by some of the children. In addition, terminals facing the cafeteria staff show calorie intake for each meal, allowing them to give students advice on healthy eating. The system is being used as a tool to help improve the well-being of children by tackling childhood obesity and other health issues. Fujitsu played a vital role in realizing this system. Using our highly accurate PalmSecure™ palm vein authentication technology, we worked with Scottish company Yarg Biometrics Ltd. to create and deploy this groundbreaking biometric ID solution. This is just one example of how we are helping to accelerate the shift to a cashless society.

Delivering desktop managed services globally

**KLM Royal Dutch Airlines**

KLM Royal Dutch Airlines is an international airline operating worldwide, offering passengers and airfreight shippers more than 250 destinations worldwide, either non-stop or via other airports. KLM undertook a policy of standardizing and outsourcing office automation operations, supporting the airline’s strategy of focusing solely on its core business. Fujitsu’s relationship with KLM, which has been built over 10 years, has seen a gradual increase in the provision of IT services during this time. Fujitsu is seen as a safe pair of hands, delivering what we promise to time scales and on budget. We now provide desktop managed services for approximately 25,000 end-users and 11,000 desktops to KLM’s Netherlands and Benelux operations. This covers availability and capacity management, monitoring, remote system support and user facility support. We also provide KLM with a 24/7 helpdesk and end-user support as well as call management for all applications and IT issues.
Providing high-speed, stable operations for cutting-edge medical systems

Sungae Hospital

South Korea’s Sungae Hospital is attracting attention as a model “digital hospital” thanks to active investment that has made IT an integral part of healthcare provision. Although Sungae Hospital is a medium-size general medical care facility with 1,100 beds, it boasts cutting-edge medical infrastructure on a par with much larger facilities. This infrastructure includes a comprehensive medical information system, which incorporates prescription medication data, a medical imaging database linked to patient data, and an electronic medical records system. However, this advanced IT utilization presented a major drawback—the number of servers in the hospital mushroomed to 20, and operating and managing them was becoming a major drain on time and resources. To compound matters, the hospital was experiencing system failures as server processing power reached its limits. To overcome these challenges, Sungae Hospital selected Fujitsu PRIMEQUEST mission-critical IA servers based on their excellent performance profile and fully redundant system architecture for superior reliability. Fourteen of the hospital’s 20 servers were replaced by two PRIMEQUEST units, increasing processing power fivefold and significantly reducing server operating and management costs.

Providing critical IT support through true partnership that enhances service provision and drives down costs

Yarra Valley Water

Yarra Valley Water is one of the leading water retailers in Victoria, Australia, providing water and sewerage services to more than 1.6 million Victorian residents and 650,000 properties in the northern and eastern suburbs of Melbourne, Australia. As a mature outsourcer of IT services, Yarra Valley Water was looking for a long-term partner that could deliver outstanding service today, while positioning the company for future operational and organizational change. Fujitsu was selected to fill this role thanks to our focus on quality service delivery, commitment to innovation, flexibility and long-term approach. As Yarra Valley Water’s strategic IT outsourcing partner, we provide desktop, network and server management, and are also responsible for the management of Yarra Valley Water’s core enterprise applications, including its customer information and billing system, as well as voice communications. In this way, we are helping Yarra Valley Water to provide services to Victoria’s citizens that win an even higher level of trust.