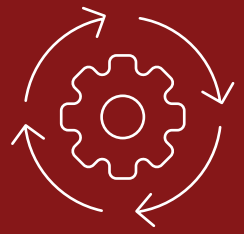
Let's reimagine Everyday Operations

FUJITSU

How to stay resilient in times of change ›

shaping tomorrow with you



Everyday Operations

Introduction 3

Where next? 4

Forward together 5

From stabilizing to optimizing 6

Expecting the unexpected 7

Exceptional operations in unusual times 8

Reimagine with us 9

Contact us 9

It may have been a lockdown, but your organization probably didn't spend much time standing still.

McKinsey calls it "the great unfreezing". When faced with fight or flight, organizations discovered just how quickly and efficiently they could work. They set clear goals. Ran smaller, more agile teams that cut through the red tape. Forged collaborations that were more than the sum of their parts. And struck a balance between flexibility and resilience.

These new ways of working revealed an opportunity. And if your organization has made it this far, you might be willing to go a little further.

Now, organizations have had a glimpse of what's possible.

Build on the momentum you picked up during lockdown and the resilience that's kept you in business, and you can redefine how you operate. Not just during this period of recovery and stabilization. But for the future of your organization. And open doors to new levels of performance.

Reimagine everyday operations with Fujitsu.

Where next?

What if you could change the way you work for good? What if you could free up people's time by automating manual tasks? What if your infrastructure made it easier to adapt? What if your operations made you more secure, more united, more prepared?

The truth is, forward-looking organizations had already identified greater automation and flexibility as the future of work. The pandemic just brought this view into sharper focus.

Let's picture what more resilient operations could look like. Shorter value chains and faster product development. Hands-off (and more efficient) monitoring through analytics, AI and the IoT. More engaged employees creating better customer experiences across channels. A more agile supply chain. And a more sustainable way of doing business.

Across your organization, employees have been adapting to new ways of working. For once, the argument and the appetite for change align. Now is the time to trust your people. But also to support them – with the right training and the right digital tools.

Resilience means being ready for whatever shocks or shifts come our way.

FAST FACT:

60 percent of businesses have said their new remote sales models are proving as, or more, effective than traditional channels.[1]

[1] https://www.mckinsey.com/featured-insights/future-of-work/from-surviving-to-thriving-reimagining-the-post-covid-19-return#

Forward together

Dramatic shifts to your organization require equally dramatic shifts from your organization.

The role of the COO is not just to equip, but to anticipate. To ask yourself: how do we manage supply chains? How do we overcome complexity? How do we respond to disruption and mitigate uncertainty?

From back-end to front-end, so many physical processes have become digital. Having the right IT is fundamental for organizations looking to meet changing customer and employee expectations. COOs, CIOs, and IT teams need to work as one. With one vision for reimagined operations.

To deal with rapid change, an organization will need a technology strategy that underpins its business model.

FAST FACT:

19 percent of businesses have partnered with the operations function to redesign transformation, as of March 2020.[2]

[2] https://www.forbes.com/sites/blakemorgan/2019/05/13/40-stats-on-digital-transformation-and-customer-experience/#23a5c0c76475

From stabilizing to optimizing

First, there was the rush to stay productive and responsive. It saw an unprecedented adoption of digital technologies to keep working.

Next, there's the challenge to make this change count for the long run. Can you take advantage of this transformation in how you operate – and stay flexible whilst also being secure?

The flexibility challenge

There's no going back. People have tasted flexible working and blended ways of talking to brands. Plus, social distancing will play a part in how we interact for months to come. It's not surprising, then, that the consideration of cloud and other technology has been accelerated. But organizations still need to make shrewd decisions. They need to know that any investments they make will support rapid innovation for the long term.

Meanwhile, a global recession looms large. So, the old challenge of doing more with less will come to the fore. Can you analyze performance in real-time? And understand which demands on your supply chain or services need an immediate response? Can you reduce manual tasks so your people can focus on more valuable work? Staying agile is set to become a commercial imperative.

The security challenge

Remote working. Operations at a distance. Workplace tech is more fragmented than ever. As we rely more on digital technology, cybersecurity becomes more important. Are your systems and your people ready to counter cyberattacks and social engineering? Change equals opportunity for cyber criminals. The challenge will be to close the gaps in your security as threats develop.

Expecting the unexpected

Who knows what's around the next corner? A second wave? Some other unforeseen challenge to what we consider normal?

Even those organizations that thought they were prepared have seen first-hand what can happen when the unexpected occurs. Now, the task is clear. Enhance your operations with resilience in mind.

This just leaves the deceptively simple question, how?

As with any crisis, we're left with a new reality. This means we need to reassess how we use data and digital technology. We'll need to create new data sets, and explore and validate modeling techniques – at pace. We'll need to interrogate if we're using the cloud, our apps, AI (and more) as smartly as possible. The organizations who get this right will get ahead.

Organizations will need a partner who can help them reimagine their operations – then make them a reality. A partner whose vision is human-centric with the technology to back it up.

FAST FACT:

$60 trillion of business is at risk of redistribution and loss to new competitors by 2025.[3]

[3] https://www.fujitsu.com/global/services/business-services/index.html

Exceptional operations in unusual times

Across the globe, organizations faced a challenge to the way they had always done things. And surprised themselves by how quickly they were able to adapt. It's a new sense of flexibility that could prove crucial in an uncertain future. But only with a foundation of resilience.

To respond to disruption in all its forms, organizations will need to extend the best practices from the measures they were forced to adopt. Then, introduce new ones on top. It'll take change – and change management. And how you use data and the latest technology will become key. So you can sharpen processes and make smarter decisions.

If you're ready to rise to the challenge, we're ready to reimagine everyday operations with you.

Reimagine with us

Everyday operations are not the only thing that organizations need to reimagine in a hurry.

They must also ask themselves: what is the new employee relationship? And how will they adapt to the changing expectations of customers?

Times ahead are unpredictable, but one thing is for certain: every company needs to have a strong vision.

Fujitsu wants to help you make your vision a reality.

Get in touch with us today

Visit	www.fujitsu.com/reimagine
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