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Fujitsu. Together  
we can change  
the world

Retail



April 2021

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## Great work leads to great references

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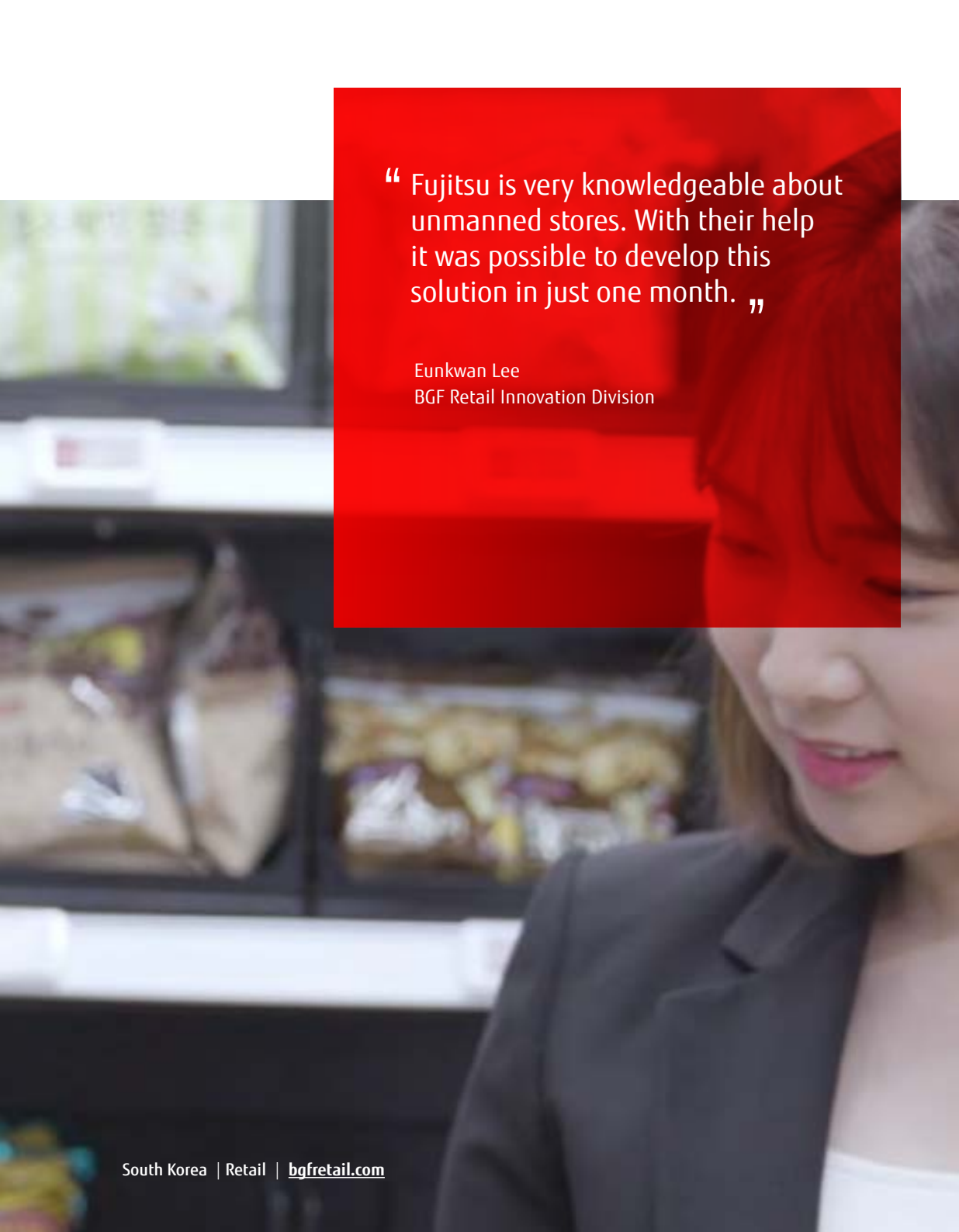
We co-create with our Retail Services customers,  
working together to enable their vision.

What others say about us is infinitely more persuasive than  
anything we could say ourselves, that's why we've selected  
these ten case studies that showcase our joint success with  
our customers.

Your vision and Fujitsu.

Together we can change the world.





“ Fujitsu is very knowledgeable about unmanned stores. With their help it was possible to develop this solution in just one month. ”

Eunkwan Lee  
BGF Retail Innovation Division

## Be Good Friends

BGF have opened their first unmanned and checkout free convenience store in Seoul, South Korea. It's an innovative attempt to digitally transform bricks-and-mortar retail, while helping the company grow sustainably and at a lower cost

### Challenge

BGF wanted to create an unmanned convenience store by removing lines and checkouts, thereby enabling a high level of security.

### Solution

Fujitsu PalmSecure  
Fujitsu AI & Cloud Services

### Outcomes

- Easy to implement and operate unmanned stores
- Secure, hygienic and non intrusive solution provides a high level of accuracy
- In future, customers can come in and out without any authentication required



“ A five-year agreement was fundamental to deliver this critical capability. We’re both more invested in success, from design to implementation. ”

Takashi Yasuhiro.  
Company Director  
Welcia Yakkyoku Co., Ltd.

## Wilko

A modern platform to accelerate digital retail

### Challenge

Upgrade network infrastructure and establish a secure, resilient platform on which to drive digital transformation for customers.


### Solution

Five-year network managed service, including switches, firewalls and Wi-Fi access points for corporate and public Wi-Fi.

### Outcomes

- 12 weeks to upgrade every PoS in 391 Wilko stores, with no loss of trading
- A review of the print function found annual savings of £100,000 with a new managed print service





“ Fujitsu has been with Seven-Eleven for a long time and so understood the company thoroughly, in addition they are knowledgeable, and have technology that is distinguishable. ”

Mr. Hiroyuki Harajima  
General Manager  
SEVEN-ELEVEN JAPAN CO., LTD

# Seven-Eleven

Seven-Eleven Japan is working with Fujitsu to improve product delivery to its 20,000 national stores

## Challenge

Seven-Eleven needed to create a system that would ensure the continuous delivery of products during national emergencies. But pinpointing the exact location of trucks was a difficult task and affected communications with drivers.

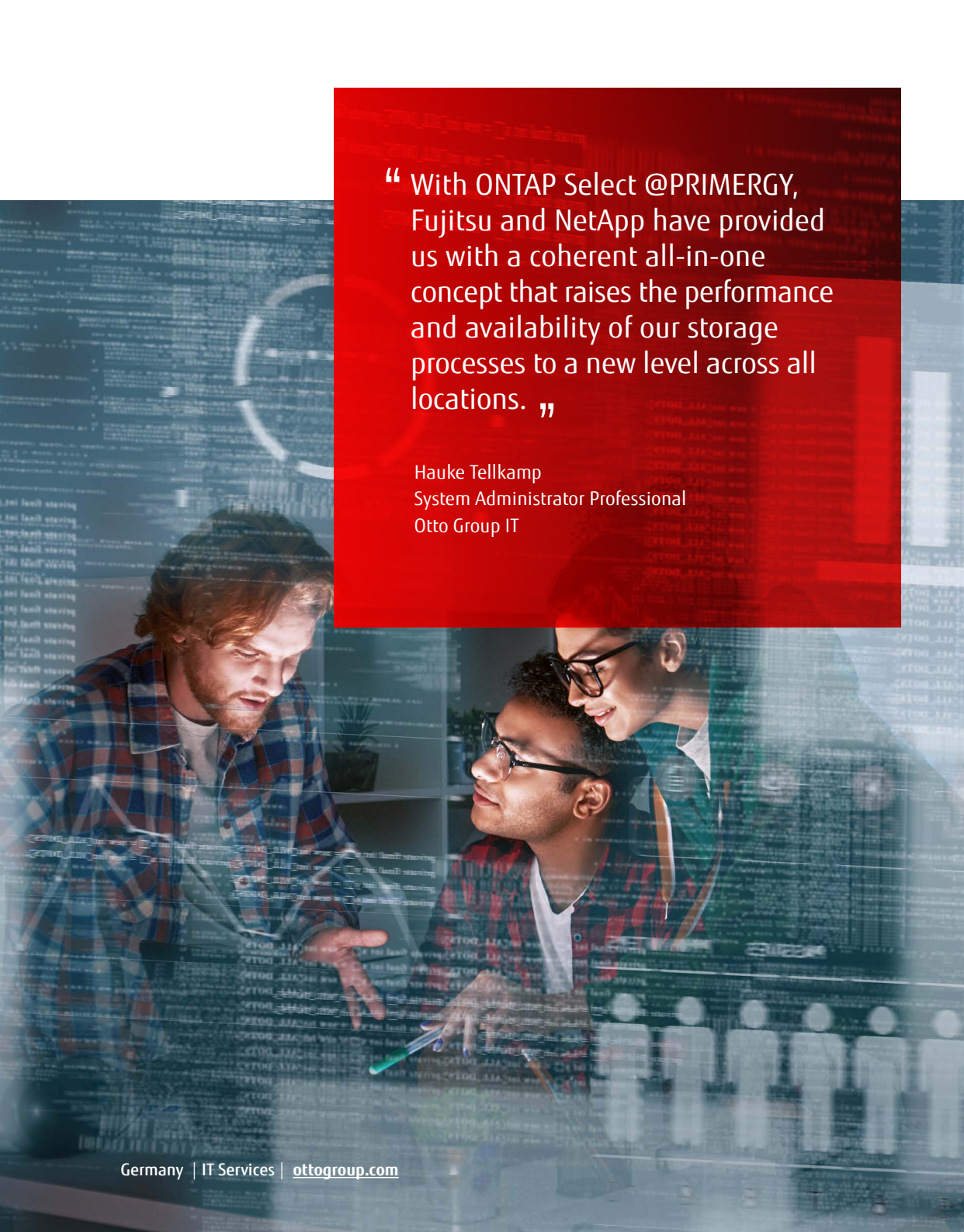
## Solution

Fujitsu's operation management system ensures logistics quality by analyzing truck locations in real time and feeding this data back to a central operating center.

## Outcomes

- Using cloud management eliminates waiting time and improves efficiency by managing product delivery in real time
- Improved product distribution to 20,000 stores across Japan through better operations management systems
- Enables continuous delivery during heavy snow in the Hokuriku region of Japan





“ With ONTAP Select @PRIMERGY,  
Fujitsu and NetApp have provided  
us with a coherent all-in-one  
concept that raises the performance  
and availability of our storage  
processes to a new level across all  
locations. ”

Hauke Tellkamp  
System Administrator Professional  
Otto Group IT

## Otto Group IT

In collaboration with NetApp, Fujitsu replaced the existing hardware landscape of Otto Group IT and implemented an ONTAP Select @ PRIMERGY solution

### Challenge

Otto Group IT's hardware infrastructure was outdated and needed a general overhaul. The goal was to provide a solution that could be managed across locations and significantly increase performance at the same time.

### Solution

An all-in-one package consisting of Fujitsu PRIMERGY servers and NetApp storage systems in a cluster configuration ensures highly available IT processes. The ONTAP Select @ PRIMERGY softwaredefined storage solution (SDS) permits consistent backup and disaster recovery (DR) at company headquarters and in the 19 field offices.

### Outcomes

- On-site file services and central backup, increased performance
- Dynamic capacity expansion for changing business requirements
- Shorter response times and faster processing due to the latest hardware





“ As an innovation partner, Fujitsu optimally supported our company and employees in the transformation to a digital workplace with comprehensive expertise as well as project and change management. ”

Tobias Jakob  
Head of Infrastructure  
Home Shopping Europe GmbH

# Home Shopping Europe

HSE24 created the technological, infrastructural and organizational basis for a state-of-the-art digital workplace

## Challenge

To establish a state-of-the-art workplace for over 900 employees, HSE24 had to create the infrastructural conditions as well as prepare their employees and support them throughout the transition.

## Solution

As a general contractor, Fujitsu developed and implemented a technical concept for modernizing the infrastructure and improving the end user experience. This was followed by a rollout concept for introducing Office 365 and an optimized transition plan for the employees.

## Outcomes

- Technical planning and implementation, comprehensive project management and a help desk from a single source
- Gradual innovation tailored to the customer's digital maturity
- Fujitsu as general contractor manages partners

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“ The benefits we have seen by changing to this new Agile way of working is the speed to market has improved, the quality has improved. The continuous delivery model makes it possible and gives us a reduction of 300% in speed to market. ”

Rene Sandberg  
General Manager  
Coop Trading

## Coop Trading

Coop Trading works with Fujitsu to transform how IT projects are delivered by moving from a traditional waterfall way of working to a new DevOps culture

### Challenge

Coop Trading needed to transform how IT projects were delivered. They wanted to move away from the slow and costly approach associated with waterfall and towards an agile way of working.


### Solution

Fujitsu implemented SCRUM as the agile delivery method with 2 week sprints and commitment driven sprint planning, before building the basics for a continuous delivery platform through an automation toolstack to support agile development processes.

### Outcomes

- Time to market has decreased significantly with a 300% improvement for all development tasks.
- Coop now have trust in their IT, with customer satisfaction rising from an all time low of 1.5 out of 5 to an all time high of 4.5 out of 5.
- There has been zero churn in the Fujitsu Global Service Delivery Unit (GSDU) for 2 years due to happy developers





“ Fujitsu’s performance, fantastic planning, the Hypercare and speed of response to issues has really helped. The infrastructure, network, workplace and security support Fujitsu provided for Black Friday and Peak was great, as always. ”

Retail representative

## Retail Supermarket

Reducing costs through service automation

### Challenge

Following its acquisition by a bigger retailer and with a growing focus on online sales, this company wanted to update its IT operation, which has been supported by Fujitsu since 2014. It needed to become more agile and flexible to enable broader digital transformation.

### Solution

Fujitsu provides end-to-end delivery of multiple services, including Service Desk and engineering support as well as security, desktop, servers and storage operations; managing, controlling and protecting the production environment to ensure their availability.

### Outcomes

- Flexible service accommodates changing business demands
- Single point of accountability
- Cost savings through automation and asset optimisation



“ Fujitsu has done well with cost reduction, has been innovative and has contributed with new ideas to help us meet our challenges. ”

Customer spokesperson  
Global Fashion Retailer

## Global Fashion Retailer

Global fashion retailer deploys FUJITSU Total Managed Store to thousands of locations in almost 40 countries to increase efficiency while lowering costs and energy consumption

### Challenge

This leading global fashion retailer has thousands of stores, each with a de-centralized and sub-optimized approach to technology. It wanted to introduce an efficient, consistent infrastructure that would lower costs while also providing more market agility and encouraging growth.

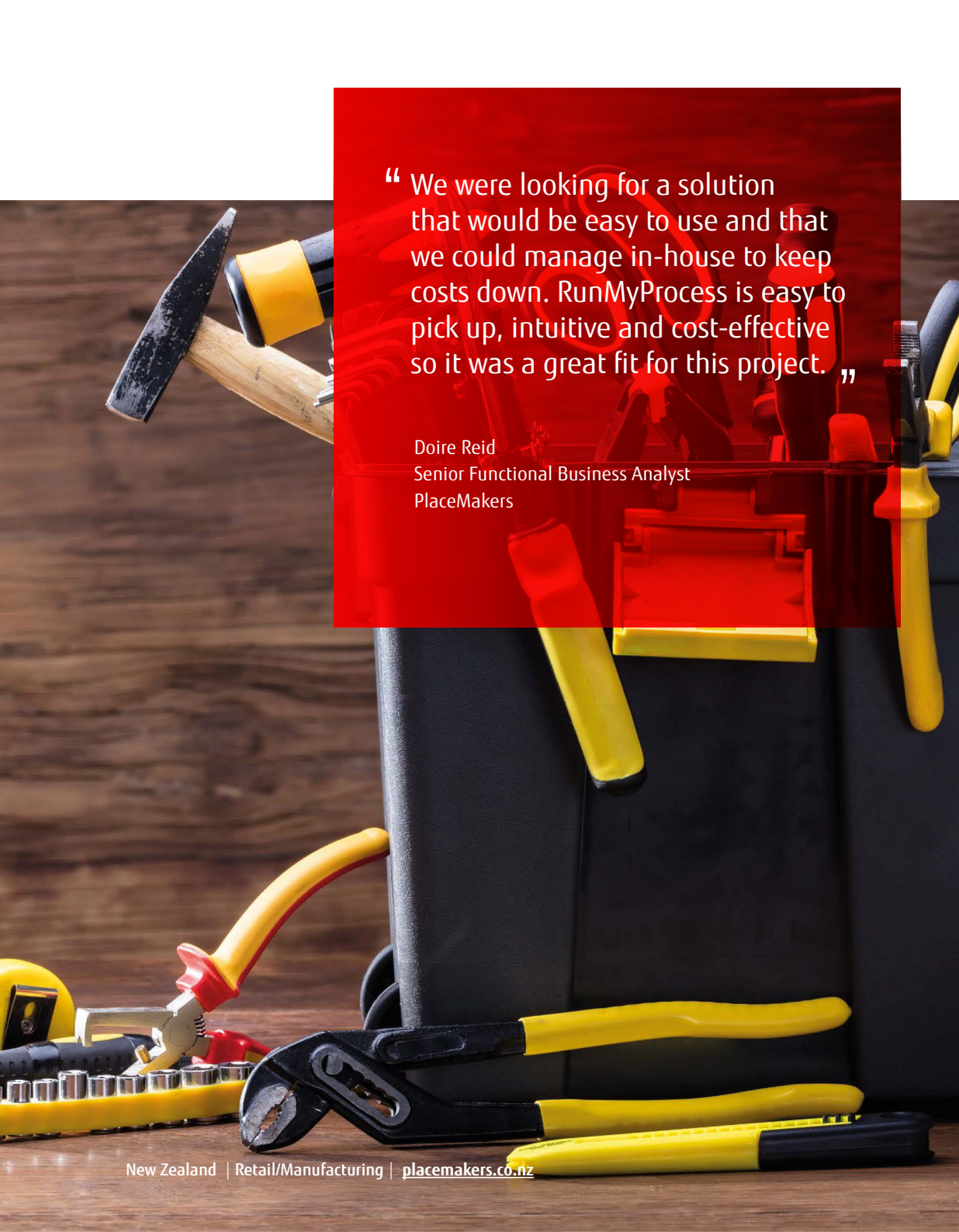
### Solution

The company has rolled out the FUJITSU Total Managed Store solution, including hardware refresh and maintenance; POS application management and support; network management; cloud-based back office application management; and global service desk to over 2,000 stores.

### Outcomes

- 99.9 percent of all sales data anywhere in the Welcia Yakkyoku
- 80 percent reduction in the cost of both asset management and store roll out





“ We were looking for a solution that would be easy to use and that we could manage in-house to keep costs down. RunMyProcess is easy to pick up, intuitive and cost-effective so it was a great fit for this project. ”

Doire Reid  
Senior Functional Business Analyst  
PlaceMakers

## PlaceMakers

Boosting productivity through process transformation

### Challenge

PlaceMakers relied on email and telephone to manage the introduction or alteration of products and suppliers, which are core retail processes, leading to long wait times as well as frustrated employees and suppliers. The company wanted to automate three key processes to improve visibility and reduce administration.

### Solution

PlaceMakers chose FUJITSU RunMyProcess to build three new applications from scratch that would automate and streamline the processes, taking data from each branch via a simple form, routing it to the appropriate approval manager and speeding-up the onboarding of new suppliers and products.

### Outcomes

- Approval times reduced from up to two months to under seven days



# Co-create with Fujitsu

Let's share your story with the world

To find out more contact [umesh.patel@fujitsu.com](mailto:umesh.patel@fujitsu.com)

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