

Your vision and  
Fujitsu. Together  
we can change  
the world

Financial Services



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## Great work leads to great references

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We co-create with our Financial 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’s vision for a mobility society, where accidents are preventable, aligns well with our own. I believe that sharing a vision is critical to building a successful partnership. ”

Toshihiko Numata  
Associate Director and General Manager  
IT Control Department  
Aioi Nissay Dowa Insurance

## Aioi Nissay Dowa Insurance

Telematics – transforming car insurance and improving driver safety

### Challenge

Insurance companies have previously relied on subjective accounts, often based on the driver’s personal recall, to analyze road traffic accidents. As a result, settlement negotiations can be very difficult and time-consuming.

### Solution

Aioi Nissay Dowa Insurance developed a system using both AI-based image recognition technology, to accurately determine signal colors and road conditions, and Fujitsu’s unique Visual SLAM technology, to accurately record vehicle position and speed.

### Outcomes

- The solution objectively records key information such as the color of traffic lights and the speed of the vehicles involved in an accident.
- The solution also quickly and accurately analyzes the accident situation to facilitate accident handling and out-of-court negotiations.
- By providing a 24/7 hour and 365-day response to accidents, the solution can reduce the time required to pay out property damage liability insurance by approximately 50%.





“ We can create optimized portfolios of stocks for our customers with a high degree of risk management. Our competitive advantage is that we now base our investment decisions on the most thorough scientific analysis. ”

Yoichi Sato  
Certified Member Analyst of the Securities Analysts  
Association of Japan  
Certified International Investment Analyst  
Director, Head of Investment Management Strategy  
MELCO Investments Inc.

## MELCO Investments

How Digital Annealer is pushing the boundaries of financial services

### Challenge

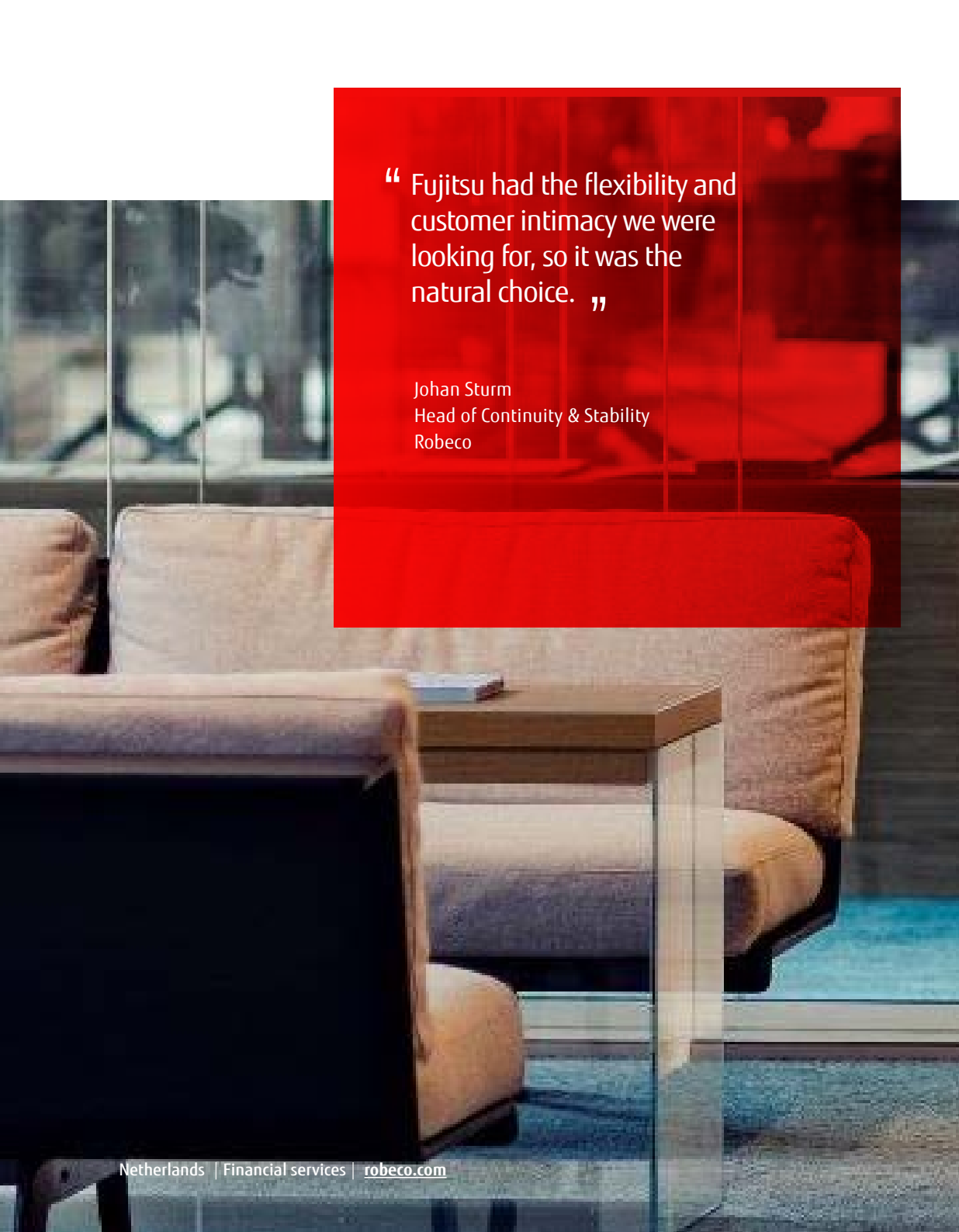
MELCO Investments previously used conventional approaches such as quadratic programming to determine optimal portfolios. However, these techniques have been increasingly unable to cope with the huge combinations of trading units and target stocks now available to investors. As a result, MELCO Investments had to create portfolios reflecting a degree of tolerance and contingency.

### Solution

MELCO Investments deployed Fujitsu's Digital Annealer architecture, which solves combinatorial optimization problems at high speed, to the portfolio optimization calculation. This has significantly increased the accuracy of the calculation results.

### Outcomes

- Digital Annealer can calculate accurate portfolios of stocks to meet the most demanding requirements of asset management experts.
- The approach has given MELCO Investments a competitive advantage by providing more thorough analysis from which to base their investment recommendations.



“ Fujitsu had the flexibility and customer intimacy we were looking for, so it was the natural choice. ”

Johan Sturm  
Head of Continuity & Stability  
Robeco

## Robeco

Working with a partner with local presence and global reach delivered a next-generation digital workplace which exceeded

### Challenge

To provide employees with a supported, secure, and modern workplace experience that enables exceptional productivity and collaboration so Robeco's goals can be achieved.

### Solution

- Microsoft 365
- Microsoft Managed Desktop
- Customer Experience Center
- Change and adoption programs
- XLA-based service

### Outcomes

- Consistent employee experience, regardless of work location, enabling global mobility.
- Increased user satisfaction due to remote support services.
- Highly secure and easy-to-use workplace, reducing the risk of a data breach.





“ We have used and consistently expanded our storage solutions from Fujitsu since 1999. Today, we back up our BS2000 mainframe data, open systems and archive centrally on an ETERNUS CS8000. ”

Jochen Brünger  
Head of IT Infrastructure & IT Operations  
Continental Krankenversicherung a.G.

# Continental Krankenversicherung a.G

Continental benefits from the simple administration of backup and archiving on Data Protection Appliance

## Challenge

Continental Krankenversicherung a.G. wished to gradually consolidate the backup of mainframe data as well as data from connected open systems and the archive to a standardized hardware.

## Solution

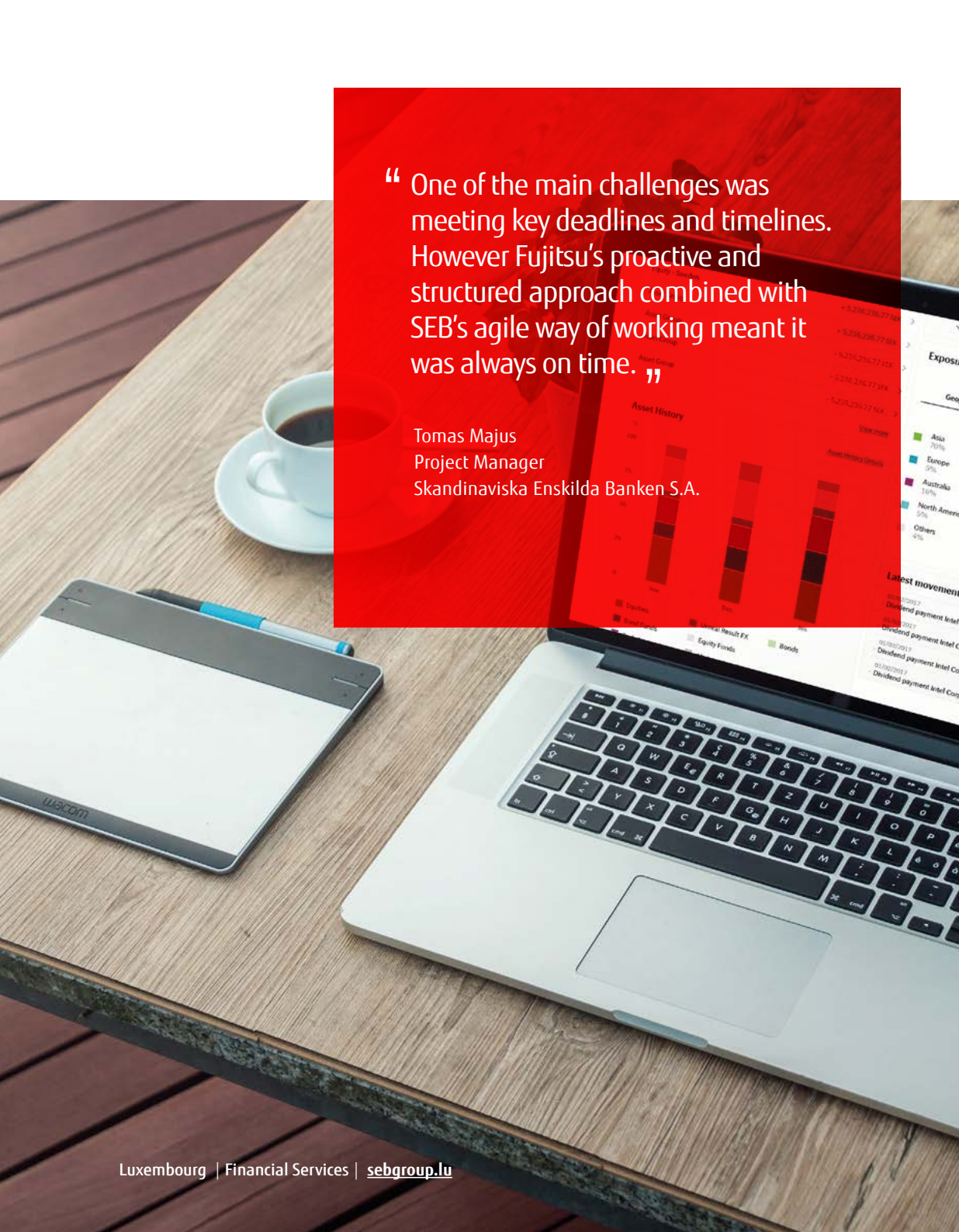
FUJITSU Storage ETERNUS CS8000 offers a central storage platform for backup data from mainframes and other systems. The Data Protection Appliance also includes an easily configurable archive. The cache mirror function makes it easy to implement split-site concepts – with minimal administration requirements.

## Outcomes

- An appliance for backup and archiving purposes.
- Backup of BS2000 mainframe data and data from open systems with Veeam and NetWorker; additional backup on tape.
- Minimal administration requirements due to automation.
- Easy implementation of split-site concepts with cache mirror.
- Extended services include regular system health check.

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“ One of the main challenges was meeting key deadlines and timelines. However Fujitsu’s proactive and structured approach combined with SEB’s agile way of working meant it was always on time. ”

Tomas Majus  
Project Manager  
Skandinaviska Enskilda Banken S.A.

## SEB

SEB turned to Fujitsu and Nvision to refresh its online platform. The result is a mobile-friendly, secure portal for nearly 3,000 users, based on the DigitalSphere approach

### Challenge

After 18 years, SEB’s online portal was starting to show its age. An aging user interface and mobile incompatibility made it unpopular with customers. The Bank wanted to overhaul its online offering but needed to find the right partner.

### Solution

Based on its existing references and proprietary technology, the Bank chose DigitalSphere – a partnership between Nvision and Fujitsu that combines the latter’s technical expertise with the former’s user experience know-how to create a brand new online and mobile platform.

### Outcomes

- Increases customer satisfaction through improved look and feel.
- Reduces SEB internal workload by enabling self-service.
- Compliant system offers flexibility as to which information is displayed to which users.
- Enables cost-effective future development of new features.
- More consistent with SEB corporate brand.
- Low maintenance costs.





“ We had a huge project last year as part of the Eurosystem: the Analytical Credit Database Project. We were able to complete it on time and on budget because Fujitsu was able to provide the right people quickly. ”

Petteri Vuolasto  
Head of ICT and Information  
Management Department  
Bank of Finland

## Bank of Finland

The Bank of Finland has entered into a framework agreement with Fujitsu, enabling it to source technical staff quickly and affordably without a lengthy procurement process

### Challenge

Finding the right local technical talent was proving difficult for the Bank of Finland, with recruitment taking months and costing significant sums. It wanted to find a strategic partner that could source the best specialists on its behalf.

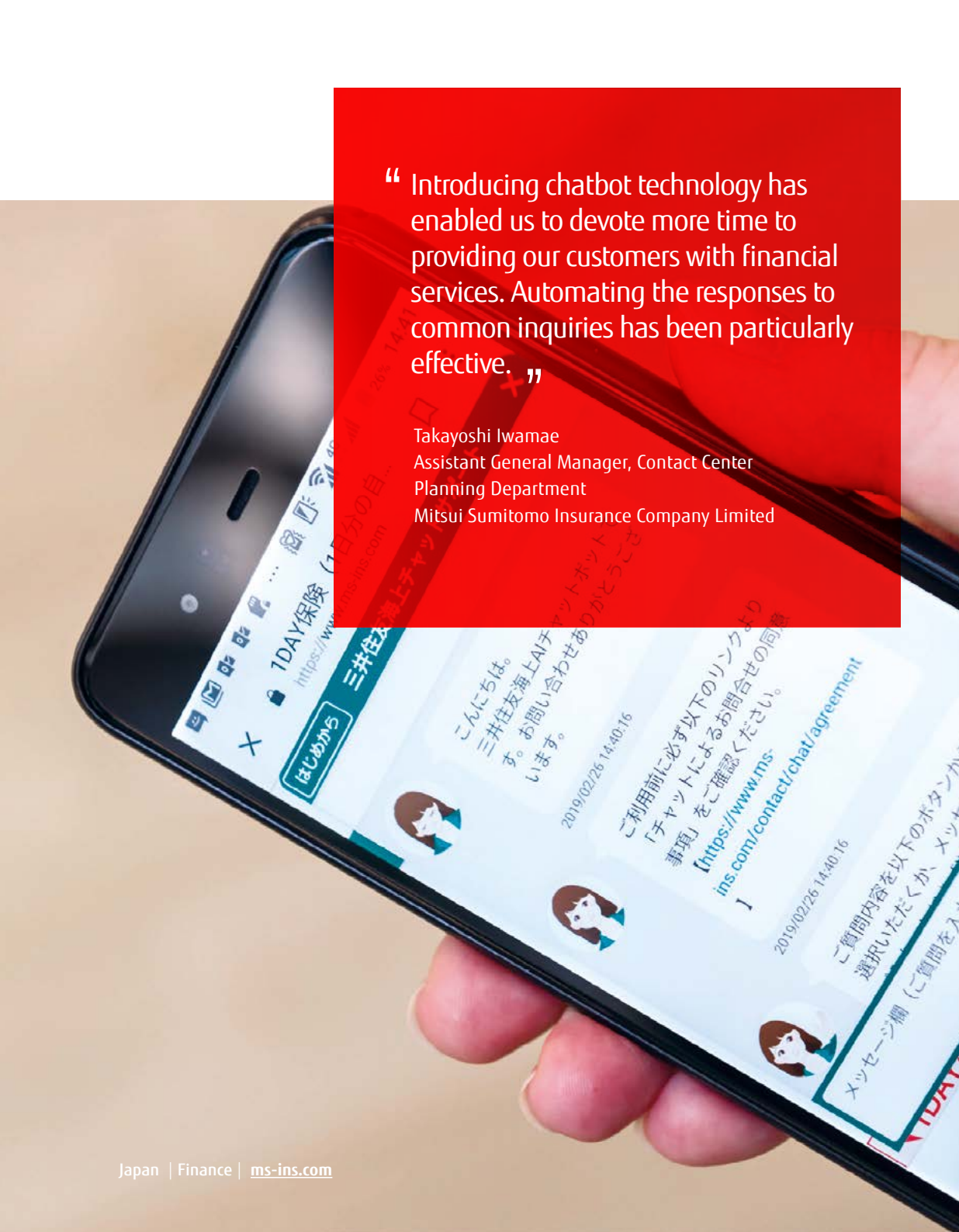
### Solution

Based on a roadmap of upcoming projects, Fujitsu identifies the right internal employees or contractors, interviews them and then sends them to the bank for a final interview. The bank can then meet its technical needs quickly and efficiently, enabling it to respond to changing demands.

### Outcomes

- It can take just one week to onboard a new Fujitsu-sourced employee.
- Fujitsu specialists are rated 4.26 out of five by the whole workforce.
- Predictable pricing makes costs transparent.
- The bank can rely on talented people, enabling agility and flexibility.
- Employees no longer in accordance with project demands can be replaced after two weeks.





“Introducing chatbot technology has enabled us to devote more time to providing our customers with financial services. Automating the responses to common inquiries has been particularly effective.”

Takayoshi Iwamae  
Assistant General Manager, Contact Center  
Planning Department  
Mitsui Sumitomo Insurance Company Limited

# Mitsui Sumitomo Insurance

Transforming customer touchpoints – Chatbot technology introduced as part of companywide digitalization

## Challenge

Mitsui Sumitomo Insurance needed to adapt to the shift towards digitalized customer touchpoints. Many companies, including financial institutions, have introduced chatbot technology as a measure to address labor shortages. However, this technology has rarely led to a decline in the actual volume of inquiries received by a support team.

## Solution

Mitsui Sumitomo Insurance Company has adopted CHORDSHIP, Fujitsu’s artificial intelligence (AI) chatbot, to complement its online service desk.

## Outcomes

- CHORDSHIP reduced the volume of inquiries and helped the resolution rate reach 70-80%.
- It has also become an effective way of communicating with new customers and is a catalyst for driving digitalization.

“ By keeping an open dialog with our customers and partners at all times, we are better placed to respond to their expectations. ”

Filip Volders  
Chief Technology Officer  
Bâloise Assurances Luxembourg

# Bâloise Insurance Luxembourg

Fujitsu and Nvision were called in to design and implement new web-based portals and platforms that enable customers and brokers to access all their information and self serve online

## Challenge

Bâloise Assurances Luxembourg needed to take account of new digital trends and customer behaviors and expectations. It also needed to ensure that the intermediaries with whom it works were on board with this trend to become more customer-centric.

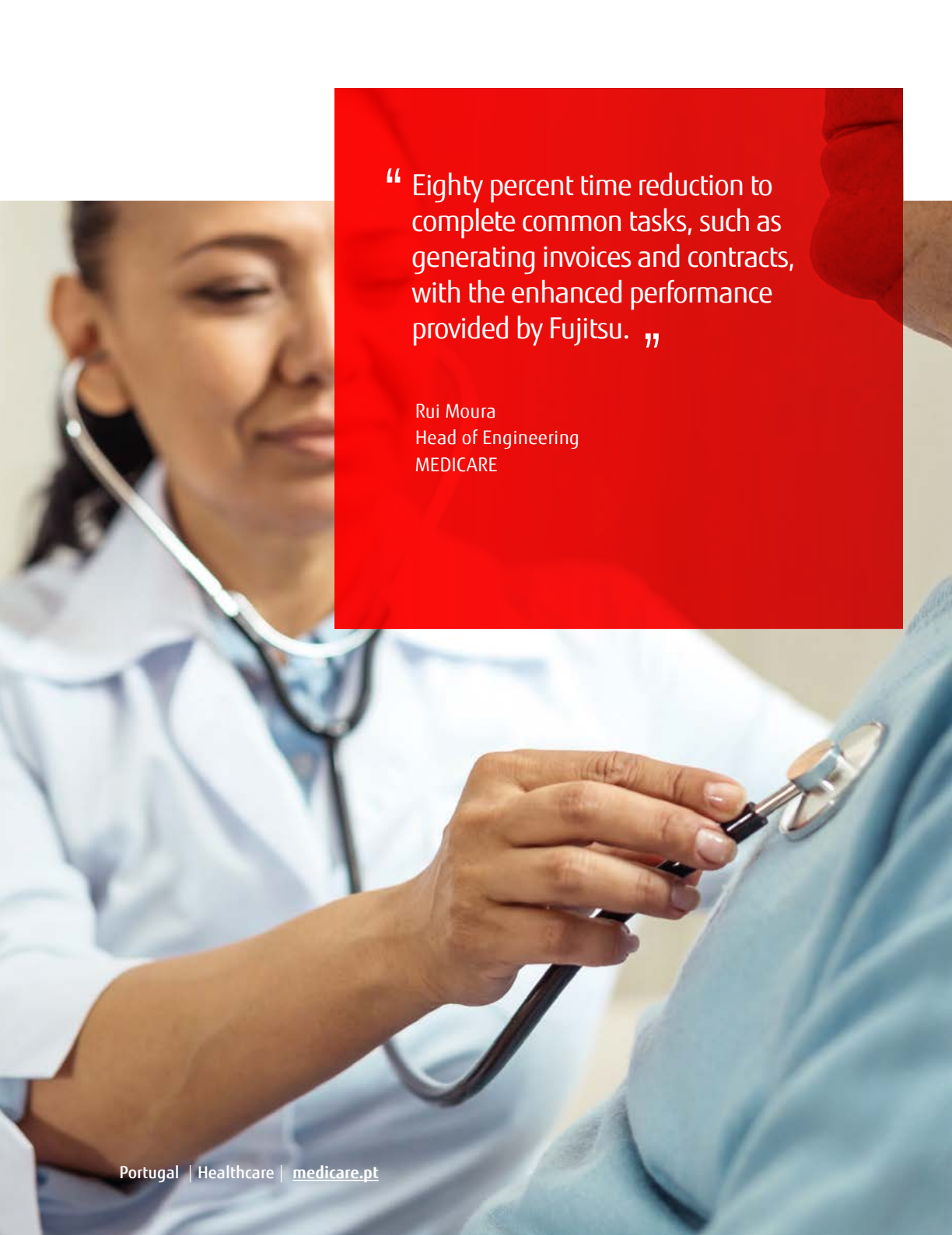
## Solution

Fujitsu created new web-based portals and platforms that give customers online access to a full view of their current life and non-life portfolios, simplifying access to contractual documents and incorporating digital signatures and robotic process automation (RPA) for routine processes.

## Outcomes

- Customer service has been improved to make Bâloise Assurances Luxembourg more competitive.
- Both customers and agents can interact and share information.
- Contracts are more quickly and efficiently completed, and cases more effectively processed.





“ Eighty percent time reduction to complete common tasks, such as generating invoices and contracts, with the enhanced performance provided by Fujitsu. ”

Rui Moura  
Head of Engineering  
MEDICARE

# MEDICARE

Maximizing resilience with integrated data protection

## Challenge

MEDICARE lacked a dedicated storage platform and wanted to introduce a robust, scalable and high-performing solution that would protect customers' data and enable disaster recovery.

## Solution

MEDICARE installed two FUJITSU Storage ETERNUS CS200c backup appliances, one in Lisbon and one in Madrid, with integrated backup and recovery software from Commvault as well as one FUJITSU Storage ETERNUS DX200, to handle its ERP, CRM and Hyper-V farm.

## Outcomes

- Optimal resilience and reliability provide 100% uptime 24/7.
- All-Flash storage boosts performance, minimizes latency and reduces time to complete common tasks by 80%.
- Intuitive management increases visibility and reduces drain on IT resources.
- Integrated Commvault software offers guaranteed disaster recovery and data replication.
- Low energy consumption reduces cost.



# 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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