



Digital Shifts

Stories from our customers

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Faster, more accurate calculations

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We can optimize portfolios of stocks with a high degree of risk management and base investment decisions on the most thorough scientific analysis.

Yoichi Sato, Investment Analyst Director, MELCO Investments

A quantum leap in financial services for MELCO Investments

Challenge

Overhaul conventional techniques used to determine optimal portfolios, which were increasingly unable to cope with huge combinations of trading units and stocks.

Solution

Fujitsu's Digital Annealer architecture solved combinatorial optimization problems at high speed, maintaining stable returns in the face of uncertain price fluctuations by identifying low-risk stock portfolios.

Outcomes

- Strengthened the certainty of portfolio management
- Created a competitive advantage by providing more thorough analysis from which to make investment recommendations
- Provided steady growth of client assets, based on a thorough risk-return analysis



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7,000 employees work more efficiently

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With Fujitsu’s help we have built up a really good toolbox in terms of our skills and competence.

Sidse Bülow Skovborg, Head of Digitalization, Municipality of Frederiksberg

Driving digital transformation with robots in Frederiksberg

Challenge

Automate repetitive manual processes to free up resources and improve service delivery.

Solution

The municipality and Fujitsu co-created a proof of concept featuring a single software robot. A Fujitsu consultant worked onsite to educate employees to create robotic process automation (RPA) solutions.

Outcomes

- Improved the working lives and wellbeing of 7,000 employees
- Freed up employees for higher-level tasks, eliminating tedious manual tasks
- Developed the skills and know-how from Fujitsu to be able to develop robots in-house



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30% reduction in IT spend

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We reduced 30% of our IT costs while improving IT performance and engagement globally.

Aruna Vasudev, IT Leader, Resideo

Ensuring a seamless spin-off with Resideo

Challenge

Quickly and cost-effectively migrate to a new ServiceNow environment following the spin-off from its parent company.

Solution

Fujitsu planned and supported the transition to a new ServiceNow platform, utilizing its global delivery capabilities to quickly resolve issues throughout the process. It established a 24/7 service desk in five languages.

Outcomes

- Reduced burden on resources with significant reduction in ticket numbers
- Achieved cost savings through automation of tasks
- Realized further cost savings for future management and maintenance due to 'out-of-the-box' implementation



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90% faster trades

“

Fujitsu enables us to remove the many barriers that have prevented transparent, low-risk trading in rice.

Stephen Edkins, CEO, Rice Exchange

Revolutionizing the rice trade at Rice Exchange

Challenge

Scale and commercialize a ground-breaking digital rice trading exchange, ensuring it was robust enough to operate in global markets.

Solution

Fujitsu built a blockchain and distributed a ledger technology solution, running on Hyperledger Fabric, utilizing Fujitsu's Blockchain Innovation Center for transparent and seamless transactions.

Outcomes

- Achieved 20% reduction in trading costs
- Enabled higher volume of trades due to significant time reduction
- Enhanced security and flexibility when transferring, storing, and managing virtual goods



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Watch the video



7% increase in satisfaction

“

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

Johan Sturm, Head of Continuity & Stability, Robeco

Optimizing the employee experience at Robeco

Challenge


Enable secure remote working with correct level of support, and find the right balance between global scope and local presence.

Solution

Fujitsu's Work Life Shift solution provided an upgrade in Robeco's digital workplace, based on global standards and Microsoft Managed Desktop, enabling a secure and up-to-date environment.

Outcomes

- Enabled global mobility and a consistent employee experience, regardless of work location
- Increased user satisfaction with remote support services
- Reduced the risk of a data breach with highly secure and easy-to-use workplace

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Improving the safety of global shipping



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Fujitsu has built a new ship collision risk prediction technology that leverages the power of artificial intelligence to predict near misses between vessels.

Representative, Maritime and Port Authority of Singapore

Flagging collision risks faster via AI at Singapore Port

Challenge

Proactively identify potential collision risks for vessels at sea.

Solution

Fujitsu built a new ship collision risk prediction solution based on FUJITSU Human-Centric AI Zinrai. The system detects ship collision risks and predicts collision risk hotspots.

Outcomes

- Detected vessels at risk and provided useful information so ships can adjust their maneuvering to avoid danger
- Flagged potential risks approximately ten minutes before an incident could occur and provided traffic controllers with five minutes' lead time to warn ships



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150+ innovation activities annually

“

We will not only construct buildings but also contribute to society for our customers.

Hiroki Itō, Group Manager, First Design Department, Tokyo Head Office, Takenaka Corporation

Creating a culture of innovation at Takenaka Corporation

Challenge

Develop and transform an in-house culture to encourage innovation in the construction industry, and create new service opportunities.

Solution

Fujitsu provided know-how, over a one-year period, for the effective use of ideation tools to support innovation activities, and built an open innovation space to drive co-creation.

Outcomes

- Introduced innovation to develop the construction industry
- Established a co-creation ecosystem
- Inspired Takenaka staff to generate their own innovative concepts



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Improving the experience for 30k+ users

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Fujitsu’s team was able to smoothly deploy a ServiceNow environment that supports our whole organization.

Ari Hirvonen, Chief Digital Officer, University of Jyväskylä

Establishing faster incident resolution at University of Jyväskylä

Challenge

Replace an aging service management tool that was reaching end of life and was limited in how it processed and resolved incidents. Service agents were restricted by the need to fulfill low priority tasks.

Solution

Fujitsu designed and implemented a modern ServiceNow IT Service Management environment with a self-service portal over the course of six months, using an Agile Sprint methodology.

Outcomes

- Achieved faster incident resolution times
- Reduced demand on service desk with self-service portal
- Enabled a seamless transition to remote learning during the pandemic with improved UX
- Laid foundations for future digital transformation plans, including AI natural language processing

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6x faster processes



“

Fujitsu experts demonstrated that the processes must first be optimized and clearly defined to make automation fast and cost-effective.

Caroline Juszcak, Head of Shared Service Center Accounting, WIKA

Reducing employee workload with process automation at WIKA

Challenge

Relieve employee workload while improving application transparency, increasing economic benefits, and unlocking technical possibilities.

Solution

Through co-creation, Fujitsu delivered an Automation Inspiration Workshop to help WIKA explore subject matter while analyzing existing processes, allowing them to assess qualitative and technical suitability for automation.

Outcomes

- Completed pilot process in two minutes rather than twelve
- Consolidated all data into one complete business case
- Explored important aspects such as ROI, compliance, and employee satisfaction



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