Digital Shifts
Stories from our customers
MELCO Investments
Faster, more accurate calculations .......................................................03

Municipality of Frederiksberg
7,000 employees work more efficiently .................................................04

Resideo
30% reduction in IT spend.............................................05

Rice Exchange
90% faster trades.........................................................06

Singapore Port Authority
Improving the safety of global shipping ..............................................07

Takenaka Corporation
150+ innovation activities annually ..........................................................08

University of Jyväskylä
Improving the experience for 30k+ users .............................................09

WIKA
6x faster processes .................................................................10
Faster, more accurate calculations

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

A quantum leap in financial services for MELCO Investments

“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

Read the full story
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

“With Fujitsu’s help we have built up a really good toolbox in terms of our skills and competence.”
Sidsel Bülow Skovborg, Head of Digitalization, Municipality of Frederiksberg
Fujitsu uvance

30% reduction in IT spend

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

Read the full story
90% faster trades

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 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

Revolutionizing the rice trade at Rice Exchange

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

Stephen Edkins, CEO, Rice Exchange

Read the full story Watch the video
Improving the safety of global shipping

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

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

Read the full story
150+ innovation activities annually

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

Creating a culture of innovation at Takenaka Corporation

“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

Read the full story
Improving the experience for 30k+ users

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

Establishing faster incident resolution at University of Jyväskylä

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

Ari Hirvonen, Chief Digital Officer, University of Jyväskylä

Read the full story
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

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

Caroline Juszczak, Head of Shared Service Center Accounting, WIKA