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# Trusted Society

Stories from our customers

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50% reduction in  
pay-out times



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Fujitsu’s vision for a mobile society, where accidents are preventable, aligns with ours and is critical to building a successful partnership.

Toshihiko Numata, General Manager, Aioi Nissay Dowa Insurance

## Telematics revolutionizes claims processing at Aioi Nissay Dowa

### Challenge

Reduce the complexity and time taken to analyze, resolve, and settle traffic accident insurance negotiations.

### Solution

A combination of in-car AI-based image recognition and Fujitsu SLAM technology was developed to accurately record and analyze crucial traffic and vehicle information.

### Outcomes

- Provided an accurate record of accident information
- Expedited quick and accurate analysis of accident handling and negotiations
- Reduced pay-out times by half with 24/7/365 response to accidents



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40,000 remote  
professionals  
supported



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**We need to mobilize all resources; creating flexible teams will allow us to respond dynamically.**

**Alba Vergés**, Counsellor of Health, Catalonia

## Fighting Coronavirus with virtual workspaces at CTTI\*

### Challenge

Enable healthcare professionals to access critical files while working from home, or from temporary facilities, during the COVID-19 pandemic.

### Solution

Fujitsu deployed VMware Cloud on AWS and VMware Horizon 7 with application virtualization, providing healthcare teams with the tools they need to fight the coronavirus pandemic remotely.

### Outcomes

- Supported 40,000 healthcare professionals working remotely
- Allowed the entire team to securely access critical healthcare applications
- Delivered a dynamic response to fast changing situations



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\*Center for Telecommunications and Information Technology (CTTI)



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# Data-driven decisions to improve city parking

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By collaborating with partners to leverage advanced technology through the Connected Dublin initiative, we are exploring new ways to serve our citizens.

Doug McCollough, CIO, City of Dublin, Ohio

## Optimizing urban parking via smart app in Dublin, Ohio

### Challenge

Reduce parking congestion and the impact it was having on local businesses.

### Solution

Fujitsu created a new smart parking app that uses video surveillance to track the current situation and deliver the results to community leaders, residents, and motorists. It is enabled by a single LTE/5G network solution.

### Outcomes

- Provided city traffic managers and local businesses with valuable real-time insights into traffic and parking trends
- Enabled the city to make informed, data-driven decisions
- Helped Dublin take the next step in its Most Connected Smart City journey



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# Smoothing traffic flows with AI



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Fujitsu enables us to improve our civic service through automation and machine learning, reducing service times, environmental impact, and operational costs.

Representative, City of Montréal

## Proactively managing traffic in Montréal

### Challenge

Streamline traffic in the port district with a solution that could predict traffic flow, helping the city take decisive action to reduce traffic-related issues before they occur.

### Solution

Fujitsu implemented its smart city AI solution, using sensors, CCTV, and crowd detection and movement analysis. The results helped co-ordinate 2,500+ traffic lights based on traffic flow, and optimize routes for civic vehicles.

### Outcomes

- Reduced journey times
- Ensured smoother traffic flows
- Lowered emissions resulting in less air pollution



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97% cost  
savings



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**Fujitsu drives continuous improvement – managing our risks and enabling us to deliver projects successfully.**

**Steve White**, Flood Warning System Product Manager, Environment Agency

## Modernizing flood warnings at Environment Agency

### Challenge

Transform and modernize the UK's legacy Flood Warning System to make it more resilient, responsive, and cost-effective.

### Solution

Fujitsu modernized the service by migrating it to the cloud, creating an intuitive interface. The integration of an automated text-to-speech service has eliminated under-used and time-consuming elements.

### Outcomes

- Decreased the text-to-speech service component costs from £40k to £1k, saving more than 97%
- Reduced manual input times from half a day to 20 minutes
- Ensured an average of 11,000 lifesaving messages reach citizens every day



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# Zero need for onsite hardware

“

Combining Fujitsu’s comprehensive experience of our existing solution with Evosys local authority expertise ensured we were on the right track.

**Suzanne Cannon**, Service Assurance Manager, Essex County Council

## Cutting costs and saving time for Essex County Council

### Challenge

Reduce the cost and complexity of managing a sprawling IT estate, removing the need for constant customization which was a drain on time and resource.

### Solution

Fujitsu provided a detailed roadmap, enabling migration of the existing legacy stack, spanning financials, HR/payroll, projects, procurement, and reporting to an Oracle SaaS platform that supported 7,500 users.

### Outcomes

- Eliminated the need for on-premises hardware and maintenance
- Removed costly and time-consuming customization
- Enabled smarter decision-making with real-time analytics
- Encouraged remote working and boosted productivity with intuitive, mobile interface



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90% user  
satisfaction



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By engaging with more of our users, we better understand their needs. That understanding will inform our future services.

Desi Curry, Head of ICT, Libraries NI

## Transforming the digital experience in Libraries NI

### Challenge

Transform library services throughout Northern Ireland, while maintaining secure access to physical and digital assets.

### Solution

Fujitsu installed self-service machines that allowed users to borrow and return RFID-tagged items, while ensuring security with endpoint protection, configuration management, firewall security, and data segregation.

### Outcomes

- Achieved 90% user satisfaction despite a £1 million cut in annual budgets
- Increased rate of borrowing of eBooks, audiobooks, eNewspapers, and eMagazines through digital channels, since the COVID-19 lockdown
- Responded quickly to changing customer needs, whilst retaining position at the heart of many local communities



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Driving the  
future of  
mobility



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Fujitsu will continue to provide us with comprehensive support by leveraging its information capabilities and ability to create ecosystems.

Yukinori Takata, Mayor, Osakikamijima, Hiroshima Prefecture

## Transforming public transport for citizens of Osakikamijima

### Challenge

Find a new means of transport to replace the existing network, supporting lives daily, and a decreasing, aging population who depend on the region's public transport links.

### Solution

Fujitsu created an ecosystem, drawing on academia, industry, and local government, to develop a new transportation and distribution service that combined on-demand mobility with self-driving technology.

### Outcomes

- Fulfilled delivery service orders via self-driving vehicles which drove flexibility for citizens
- Made residents' lives more efficient
- Increased local economy by providing new tourism opportunities



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