



Pathfinder Guide  
Moving  
Manufacturing  
Forward

Fujitsu and ServiceNow

shaping tomorrow with you

servicenow



# Manufacturing Pathfinder



Key steps to digital transformation in Manufacturing with Fujitsu and ServiceNow



## 1: Where we are now

Manufacturing is the bellwether for the global economy. When things slow down in the sector, economists start to predict a downturn. But the sector is also where most innovation comes into play – and earlier than other areas of the economy. The ups and downs of output and orders over the last few years – influenced in no small measure by things like tariff-disputes and Brexit – masks a true focus on digital development.

Manufacturers are clear about what they need to do: deal with disruption (actual and potential), boost productivity and operational excellence and, at the same time, drive down cost per unit. That's why a lot of work is being done to leverage the power of IoT to deliver predictive maintenance not just on the production line, but for customers too. It's also why manufacturers are working to combat marginalization as well as improve end-to-end supply chain management.

The point is to realign the sector so that the traditional things get done better, and new things can be done internally and externally to add the 'wow' factor back into the sector which should be at the forefront of global prosperity.



## 2: The good, the bad, and the ugly

It's a mixed, complex picture out there. You know that. Digital excellence is still patchy. But what's clear is that manufacturers believe in digital – its threats and benefits. Recent surveys have shown that the prospect of digital disruption is influencing decision making at all levels of the sector. And that's seen as an exciting opportunity. High on the agenda of boards in manufacturing enterprises of all shapes and sizes is digital transformation.

The biggest barrier is legacy infrastructure which is now ageing, which can inhibit speedy progress and slow much needed investment in change. Going it alone is not an option. So, collaboration with partners who know the way to the future – and have helped others start their journeys – is critical.

The need to make the most of a portfolio of propositions which includes Intelligent Industrial Operations, Smart Production, Digital Twins, and Enabling an Industrial Workforce, is urgent. Fujitsu's mission is to deliver those outcomes using the power of ServiceNow to have the best chance of maintaining your position as a leading manufacturing organization.



### 3: Opportunities for amazing



In a hyper-connected and consumer-orientated world focusing on being amazing is a vital element in any digital strategy. How can you make your manufacturing operations truly intelligent across supply chains from raw materials to the production line and then on to the customer's premises? How can you make the most of the opportunities to implement the 'smart factor', unlock the commercial possibilities of servitization, achieve Lot Size 1 at the cost of mass production, as well as maximizing the value of data to achieve significant returns? That's where the true 'wow factors' lie.



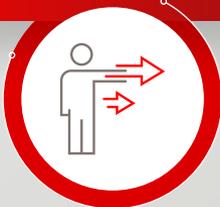
What gets in the way? Here are some factors. They sound bad, but they're really opportunities:

- An unconsolidated IT estate
- Redundant capabilities
- Existing systems and technologies which aren't being used to their maximum potential
- Processes and systems which aren't connected, or are partially connected
- Data that does not flow through the organization
- Siloed departments and systems which lead to duplication, endless re-keying, and inevitable errors
- Workers and managers who don't have the information immediately to hand to make decisions on the factory floor to maintain quality, productivity and deliver agility to production

- A lack of speed in introducing things like AI which can leverage the power of robotic systems to free people to do higher value work.

The answer? Digital technologies orchestrated by ServiceNow which deliver a user-centric responsiveness and seamless production that's linked to market and customer needs.

Everything is connected. Internal systems are joined up and a host of mundane processes are automated, cutting the time it takes to deliver a great outcome. Customers – large and small - can engage faster with your core, and their needs are more transparent and easier to fulfill.



## 4: Amazing things we can do

There's a lot going on across manufacturing to build on the great things you've already achieved and move forward to get ahead of change and the needs of your existing and potential customers.

ServiceNow is key to doing that. Fujitsu's expertise is in leveraging its power to connect workflows; make information and data available in a contextual, consumable way; identify issues; assign and schedule work; and ensure that tasks are properly completed on time.



We're helping manufacturers increase uptime and reduce lifetime cost. Whilst IT typically accounts for 2% of a manufacturer's spend, operations often account for over 40% of budgets. So, even a marginal improvement can have a significant financial impact.

This isn't a journey with just one destination: it's a journey with a lot of great highlights along the way. Here are just some of them:

- Working smarter and faster: Implementing Smart Production means that you use sensors and computer vision, along with other solutions across the factory to achieve greater transparency and track every stage of the production process, including factors that affect the process like ambient conditions, to keep everything moving at full capacity

- Enabling better decisions: Making changes to an actual production line in the hope that change will work is dangerous; building a Digital Twin allows you to carry out fine-tuning changes in a safe manner to be sure they deliver the best strategy – and it's now possible for all production lines

- Bridging the skills gap: Automation is vital, but people are what really makes the difference. Using technology to empower workers means quality and productivity improves, innovation is fostered, and people feel wanted and, most importantly, safe.





## 5: Amazing things we're already doing

The 'wow' is happening. It might not make headlines but for those manufacturers who are focusing on transformation it really is a giant step on the journey they want and need to take.



We worked with ServiceNow to give manufacturing organizations the digital advantage- here's what we're doing for some of them:

- Using digital tech to detect, diagnose, and reduce production issues
  - Leveraging the power of the Digital Twin so that ServiceNow can enable end-to-end optimization by analyzing data in real-time to ensure processes and workflows are seamless
  - Model new ways of working and future scenarios to ensure you're doing the right thing before making major changes to production or personnel
  - Ensuring workforce transformation so that the right people are in the right places at the right times and can use the right technologies, not only to deliver quality and productivity, but to be safe.
- Hand-held devices with the right data in real-time means that workers can ensure production quality, resolve issues faster, and feel safe because new techs like Augmented Reality can aid work and highlight dangers in real-time
  - Opportunity to create new business models and 'servitize' products to customers' ongoing needs as well as deliver Lot Size 1 customization.

ServiceNow is also being deployed to simplify a range of processes across other functions - from finance and HR.



## 6: Why you should travel in confidence with Fujitsu and ServiceNow



Fujitsu is a ServiceNow Elite partner and we have over 20 years of ITSM experience.

Fujitsu and ServiceNow are helping manufacturing organizations to simplify complex operations, integrate workflows, increase efficiency and drive operational performance. Together, we're accelerating the shift to autonomous operations and Industry 2.0, leveraging IoT and data as the platform for innovation, disruption and growth.



## 7: It's time to celebrate the good news in Manufacturing

Let's be honest; it's tough for manufacturers, there's no point denying that, but there is a fightback going on, and despite the gloom, great things are happening and are about to happen. The demand for products – from jet engines to coffee machines and everything in between – is not going to wane.



We need to drive change forward with innovation confidence. Fujitsu's manufacturing customers are leading the way creating new things in new ways by enabling innovation through the integration of digital services and seamless workflows.

**If you've already invested in ServiceNow, we can help you fully maximize its innovative potential. And if you're new to it, we'll work with you to unlock its amazing capabilities to transform your business.**

Yes, the current climate is uncertain – economically and politically – but is that really something new? The point is to focus on what you do best and getting closer and closer to consumers to offer the frictionless experience they crave.

It's happening. Fujitsu and ServiceNow are making it happen. We can make it happen for you – now. All you need is to set a course, grab your passport, and start moving.



Talk to us about how  
we can help you make  
the most of ServiceNow.

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