

Fujitsu
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FUJITSU

Work Life Shift

Reshaping work for a
sustainable future with
HX Workspace





Rapid technological advancements and the integration of AI are driving fundamental changes to the way we work. To thrive and maintain a competitive edge, there is a need to go beyond adaptation and move toward a human-centric approach. By implementing technology with people at the center we can create workforces that are more inclusive and sustainable – fostering a positive impact on your organization, the planet, and society.

At Fujitsu, we support you in shaping ways of working to enable your people to balance their work and life aspirations while remaining productive amongst transformative changes.

Create a highly productive, resilient and sustainable workforce and start your transformation with Fujitsu by focusing on four key outcomes:

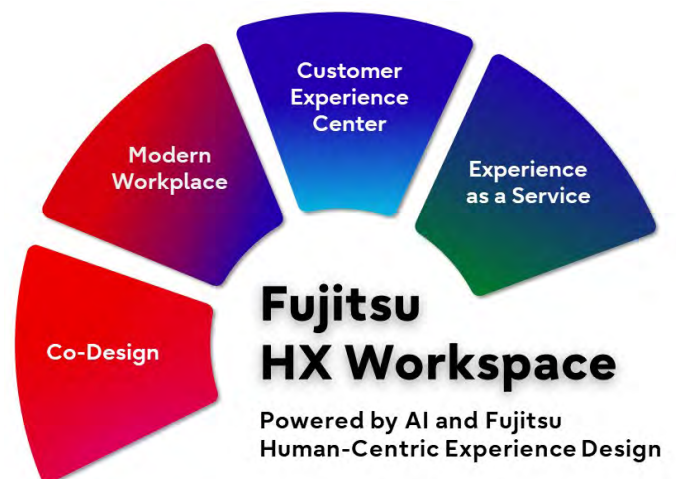
- > **AI-powered employee:** Enable your workforce with AI to focus on what matters most, freeing them to unleash productivity, and creativity in an innovative, fast-changing environment.
- > **Work your way:** Empower your people with the flexibility and autonomy to work securely where, how, and when they choose while ensuring seamless, and secure collaboration.
- > **Employee enablement:** Provide your workforce with engaging, connected, and up-to-date digital skills, through human-centric ways of working to build a resilient, and digitally dexterous team.
- > **Working sustainably:** Put your people at the center to achieve sustainable ways of working, fostering an environment where everyone can thrive, and supporting your sustainability goals with human-centric technology.



To help you excel in these four key areas, we've introduced Human-Centric Experience Workspace (HX Workspace). Designed to empower organizations, HX Workspace equips you with the necessary tools to transform your ways of working and create highly productive, resilient, and sustainable workforces.

What sets HX Workspace apart is our unique Human-Centric Experience Design (HXD) method, pioneered by Fujitsu. We believe that digital experiences must be focused on the needs of people and aligned with your goals to deliver value. With HX Workspace, we create digital experiences that benefit you, your people, and the planet.

By leveraging widely adopted technologies like ServiceNow, Microsoft 365, and Microsoft Viva, HX Workspace maximizes your current investments and speeds up the transition to modern management. Using AI-driven, plug-and-play platforms, and agile deployment methods, we provide a smooth journey into the future of work.



Co-Design



Co-Design, powered by Fujitsu's unique Human-Centric Experience Design (HXD) approach, provides a transformative solution to address complex workplace challenges by focusing on the individual needs of your people. By prioritizing people-centric design, Co-Design enhances user adoption and unlocks significant business benefits.

During a typical six-week engagement, Co-Design collaborates closely with key stakeholders from your organization through immersive workshops. Our expert Fujitsu HX designers will guide you in defining your specific challenge through targeted interviews, then establish personas as reference points for assessing challenges and envisioning solutions that align with your organizational strategy and objectives.

By the end of the engagement, you will have a clear understanding of the challenge, identified the impacted personas, and developed a lean business case demonstrating the value of addressing these challenges. Fujitsu will also present a proposal for a proof-of-value exercise based on the prioritized solution. This exercise allows you to validate the lean business case, substantiate the actual business value delivered, and refine the solution before scaling it to meet your organization's needs.

HX Customer Experience Center



Fujitsu's Customer Experience Center is your central hub for employee support, integrating traditional and digital channels to provide a unified experience accessible wherever and whenever your people need it. Using insights collated through our unique Service 360 analytics platform, our digital advisors and user experience experts continuously enhance the service, identifying and driving out the digital friction that keeps your workforce from being engaged and productive.

- > **Employee experience:** Gain valuable insights into user satisfaction and dissatisfaction with IT services. Visualize and share this information with business stakeholders to identify areas for improvement that boost productivity and engagement.
- > **Digital assistant:** Empower users with self-service resolutions and automated outcomes accessed through conversational AI and live machine translation. Integrated with Microsoft Teams, and with seamless transitions to live service CX agents when needed, employees can easily and intuitively access the resolutions they need in their preferred language, enhancing both user experience and accessibility.
- > **Self-service portal:** Offer users a centralized 24x7 self-service portal, accessible from any device. Enable users to efficiently resolve incidents and submit requests with automated fulfillment. Customize the portal to reflect your brand, ensuring a seamless and cohesive user experience.
- > **Password management:** Explore the simplicity and reliability of password management with the Customer Experience Center. Employees can easily reset their own passwords even when not in the office. Saving time for more meaningful tasks, enhancing overall productivity.

HX Modern Workplace



Experience a comprehensive managed service that utilizes modern management techniques to deliver a secure and continuously updated digital workplace. With HX Modern Workplace, organizations empower their workforce with the freedom to optimize productivity, offering flexibility in how, when, and where they work. Our platform based approach leverages Microsoft's advanced M365 technology to deliver an always up to date and flexible digital workplace, ensuring a seamless, modern and efficient work environment for your people.

> **Endpoint management:** Experience modern endpoint management capabilities that enable seamless work across Windows, Android, and iOS devices, offering flexibility and convenience.

> **Endpoint security:** Ensure your environment remains secure and compliant with Fujitsu and Microsoft's best practice policies, and that your people have access to the latest features using Fujitsu's unique Continuous Endpoint Engineering approach.

> **Productivity and collaboration:** Equip your workforce with cutting-edge productivity and collaboration tools from Microsoft, enabling seamless communication and teamwork across all supported devices.

> **Evergreen services:** Benefit from evergreen services that guarantee your investment yields maximum returns. Stay current with the latest features and enhancements, delivered reliably and consistently.

> **Service catalog:** Access our extensive standard catalog of common automations, available out of the box. Enhance employee experience and operational efficiency by streamlining your workflows.

Experience as a Service



Fujitsu Employee Experience as a Service empowers organizations to boost employee productivity, attract and retain talent, and promote digital upskilling. Fujitsu integrates co-creation, digital transformation, and workplace capabilities with our unique Human Centric Design (HXD) methodology, placing a strong emphasis on individual needs throughout the digital transformation journey. This ensures that organizations, their employees, and society at large can effectively embrace sustainable transformation and derive its full benefits.



Understanding what matters: Using immersive workshops and targeted interviews, our unique Human-Centric Experience Design method identifies what matters most to your organization and your people, enabling us to determine what to measure, and to co-create the experiences that will deliver real value to your people and your organization.



Maximizes return on investments: Tool-agnostic, our Embed and Adopt approach helps you get the most from your investment in technology, by ensuring key stakeholders have access to the quantitative and qualitative insight and automations they need to proactively fix issues and drive improved experiences.



Driving continuous improvement: Our expert Experience Officers enable organizations to identify the causes of digital friction and coordinate the improvement initiatives needed across your organization to deliver a seamless experience so your people can perform to their full potential.

Why Fujitsu?

Ready to pick a partner?

With a demonstrated history of leadership in digital transformation on a global scale, we have consistently delivered exceptional value to our customers, enabling their success even in the most challenging situations. As one of a select few global-scale systems integrators, we have the global and local capability, expertise, and customer endorsements to lead transformative workplace initiatives.

3 million

workers supported worldwide

130,000

people supporting customers in **100+** countries

8

global delivery centers available **24 / 7**

8 million+

end-user devices

Recognized as a leader in ISG Provider Lens™ Future of Work 2023 in the United Kingdom, Australia and Germany.

Evaluated as a Leader in NelsonHall's NEAT report for Advanced Digital Workplace Services 2023.



Robeco knew that to attract and retain the best talent, it needed to cultivate an employee experience where individuals could thrive creatively, collaboratively, and with a clear sense of purpose.

Partnering with Fujitsu resulted in a human-centric workplace experience that exceeded employee expectations.

“We have the ‘anytime, anywhere’ global capability that the modern business requires.”

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

Johan Sturm, Head of Continuity & Stability, Robeco





Where next?

**Transform your
workforce today with HX
Workspace and unlock a
new era of productivity
and innovation**

Collaborate with our experts in a co-design engagement and embark on a transformative journey to uncover how you can innovate and optimize your ways of working.

 [Get in touch](#)