

# Work Life Shift

## Borderless Office

### Reimagining how work gets done

Free your people from physical and time constraints, enabling them to choose the environment that helps them to be at their brilliant best. This is Fujitsu's Borderless Office, and it can be yours. By modernizing your workplace, reimagining how physical spaces are used and using insight from data analytics we enable you to gain greater access to talent, ensure your people are at their most productive, while keeping everyone connected to your purpose and the needs of your customers.



# An adaptative platform for a new reality

Our world is changing fast; to survive and prosper, your organization has to pursue adaptability. At the same time, our environment and society are facing unprecedented challenges; we all have to reimagine how we live and work.

## We call this **Fujitsu Work Life Shift**

And with the latest cloud technologies and our unique Human Experience Design (HXD) approach, you can respond. The Fujitsu Borderless Office gives your people the flexibility they need to get work done, wherever and however they choose. With the ability to balance personal and work commitments for a more sustainable way of living, your people can truly thrive in the shift.

Borderless Office is built on Microsoft's industry leading cloud technology, Microsoft 365 (M365). Equipped with M365, your people remain secure and productive from anywhere, using their preferred device – whether these are corporately or personally owned. Service is delivered from our eight ISO27001 certified Global Delivery Centers (GDCs), providing you with a service you can scale up, down, or out – as and when you need it.

The ever-changing environment requires us all to continuously develop and learn, just to keep up. To keep you at the forefront, Fujitsu Borderless Office not only ensures your technology is kept up to date, but also provides advice and guidance to your people on how they can get the most out of it.

Additionally, to make sure it is working for them, we embed analytics to understand their experiences. Through our digital advisory services, we continuously enhance the experience, allowing them to stay focused on what matters most – delivering great customer experiences.

It all adds up to a digital workspace that gives your people the flexibility to work securely, wherever and wherever they choose.

## Fujitsu Bordless Office

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# 1

### Empowered

Any device, anywhere enables workers to choose how they best get work done.

# 2

### Productive

Advisory services derive maximum benefits from the latest technologies.

# 3

### Secure

Zero Trust keeps your workers and data safe in the cloud.

# 4

### Customer Focused

Data analysis continuously ensures the best experience.

# 5

### Agile

Collaboration enables multi-disciplined teams to move at pace and drive innovation.

# A value based approach explained

Borderless Office is more than a technology deployment. As a key Microsoft partner and one with extensive M365 experience, Fujitsu helps you maximize the value of your technology investment. The overall Fujitsu end-to-end delivery approach gives you a choice of one, some, or all of three distinct phases.

## Journey Builder

1

Consultancy engagement defines a customer's baseline position and the outcomes and values to be delivered through transforming with M365.

- Identification of customer-specific value through Fujitsu Results Chain methodology.
- Workshops to establish security, compliance, connectivity, technology baselines, and deployment strategy.
- Persona and work style assessment.
- Fujitsu, Microsoft, and industry best practice.
- Evergreen roadmap planning.



## Agile Transformation

2

Human-centric transformation focusing on people, their experience, productivity, and collaboration in a secure and compliant manner.

- Agile delivery.
- Targets the attitudes, beliefs, emotions, and relationships to drive optimal behaviors, and ultimately successful transformation results.
- Easy strategies to measure your transformation success efficiently.



## Managed Service

3

Delivering continuous value through an evolving service, always up to date, reducing the digital dexterity gap and brand protection.

- Enables sustained long-term agility.
- Promotes individual and group development, so your culture starts thriving and reaching new levels of productivity and collaboration.
- An evergreen platform to ensure ongoing compliance and to add further value to your Borderless Office.



# Your organization's benefits

A complete, intelligent, secure Borderless Office is our vision for every organization. Upon delivery of this combination of industry-leading cloud platforms and Fujitsu expertise, you can expect:

**Maps to value** by understanding your organization, we focus on delivering in areas that align to your needs, creating value throughout the engagement

**Productivity and collaboration.** Borderless Office offers an enhanced user experience, encourages collaboration, and drives creativity.

**Security and compliance.** We simplify and consolidate security operations and posture, minimizing and mitigating threats while ensuring compliance.

**Evolution.** Our digital advisors analyze the user experience and latest features to continuously improve the service, increasing and accelerating business value from your investments.

## Bordless Office service options

Borderless Office offers 4 service options, which can be tailored to your individual needs and maturity:

### 1 Modern Workspace

Powered by Microsoft 365, enables your people to securely work from anywhere using their preferred devices:

- Cloud Productivity and Collaboration
- Unified Endpoint Management
- Virtual Desktops & Applications
- Security & Compliance Management
- Evergreen as a Service
- Digital Experience Management

### 2 Customer Experience

Provides a digital first single point of contact for support, available 24x7:

- Multi-Channel Contact powered by AWS Connect
- Virtual Agent with natural language processing
- Technical Customer Service Experts in over 40 languages
- Online Catalogue & Knowledge Services using ServiceNow
- Actionable User Insights
- Password/access management with voice voice biometrics

### 3 Workplace Support

Ensures your people are always productive, with on- site support delivered where and when they need it most:

- Digital Interactive Virtual Assistance
- Campus, Mobile and Home Delivery On-Site Support Services
- Intelligent Lockers / Vending Machines
- Fixed & Mobile Walk-Up Services
- Multi-vendor Maintenance & Repair Services

### 4 Intelligent Office

Provides a reimagined office experience, turning them into a hub for collaboration, re-connecting and innovation:

- Visitor Management
- Touchless Secure Entry
- Thermal Imaging with Face & Mask Recognition
- Way Finding & Digital Signage
- Desk / Room Booking and Occupancy Management
- Digital Facilities Management

**Note: Some solutions are only available in certain regions. Please check with your local representatives for availability.**

# Why Fujitsu?

Ready to pick a partner? Fujitsu looks after over 8 million end-user devices worldwide and has been recognized as a Leader in Gartner's Magic Quadrant for Managed Workplace Services, Europe, for five consecutive years.

## Customer Stories

Centrica is a global energy and services company, serving over 25 million customers in the UK, Ireland, and North America. With brands including British Gas, Bord Gáis Energy, and Direct Energy, it is backed by a team of more than 10,000 engineers. As technology grows in power and service delivery, Centrica is developing innovative products and services, such as the Hive range of products, for over a million customers.

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Fujitsu was the clear choice based on service and digital transformation capabilities that played a central role in its approach. Working in competitive markets, every pound we spend needs to deliver cost efficiency and value for money.

Darren Miles

VP GLOBAL INFRASTRUCTURE & OPERATIONS, CENTRICA

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To sum up, we are:

**Focused on Experience:** Our User Experience experts use sentiment analysis to ensure that your workforce receives the best experience, so they can thrive.

**Secure:** With clients include military, security, central government, and major financial services firms, we are trusted with the sensitive operations of highly stringent organizations.

**A leader in vision and execution, as recognized by Gartner:** We have market-leading expertise, developed by supporting approximately 3.7 million workers worldwide.

**Scalable:** Our global presence and highly talented teams enable us to quickly adapt to support your changing needs, anywhere.

**Flexible:** We offer flexible commercial terms that are tailored to the needs of our customers and their business objectives.

# Where next?

## Create an environment for your people to thrive.

Technology is a driving force in changing the way you work and the results we can achieve, together. Cloud platforms are enterprise-ready and, with our value-based approach, there couldn't be a better time for your organization to capitalize on the benefits of adopting modern ways of working. Freeing your people to get work done, securely, anywhere.

For more information, please visit our website or sign up for a session in our Virtual Digital Transformation Center, where we can work with you to co-create your Borderless Office and demonstrate the value it can deliver.