# Development of Solutions and Service Solution

In order to contribute to the Sustainable Development Goals (SDGs) through our ICT, we promote the reduction of green-house gas (GHG) emissions by developing and delivering Environmental Contribution Solutions.

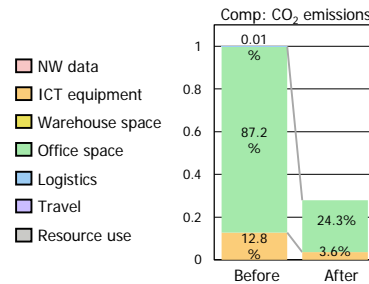## Actual Results in Fujitsu Frontech Group

Fujitsu Group aims to contribute to the global SDGs with the customers by providing them with the ICT service.

Fujitsu Frontech Group set targets to deliver totally over 14 ICT solutions (Environmental Contribution Solutions) in Environmental Action Plan VIII (FY2016-FY2018). In FY2016, we set the annual target to deliver 4 solutions.

We proposed environmental solutions, which quantify the reduction of GHG emissions and our customers, mainly financial institutions, introduced the 5 solutions below and they could reduce the environmental burdens successfully.

## Environmental Solution in FY2016

1) Recognition engine package (Automatic recognition of the tax and public fund definitions)
2) "Cyclic Electronic Journal" in passbook issuing machines
3) Option of EAN bar-code recognition
4) iATM system "Response to retrieval"
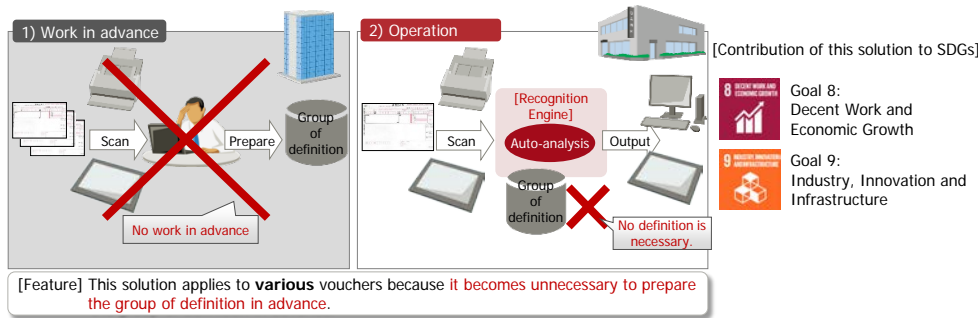5) System of "Restoration upon having a IC card scanning error"

* Others are disclosed on our website (http://www.fujitsu.com/jp/frontech/).

Comp: CO$_2$ emissions

☐ NW data
☐ ICT equipment
☐ Warehouse space
☐ Office space
☐ Logistics
☐ Travel
☐ Resource use

Before: 0.01%, 87.2%, 12.8%
After: 24.3%, 3.6%

CO$_2$ emissions
-72.1%

[Example] Recognition engine package
(Automatic recognition of the tax and public fund definitions)
- Automatically analyzes each voucher and recognizes relevant data from keywords such as name and price, etc.
- No need to prepare group of definition in advance.



1) Work in advance
Scan → Prepare → Group of definition
No work in advance

2) Operation
Scan → [Recognition Engine] Auto-analysis → Output
Group of definition
No definition is necessary.

[Contribution of this solution to SDGs]

Goal 8:
Decent Work and Economic Growth

Goal 9:
Industry, Innovation and Infrastructure

[Feature] This solution applies to **various** vouchers because it becomes unnecessary to prepare the group of definition in advance.

This recognizing method is effective for "**Delivery notes**", etc., which come in many unspecified types.

* This solution is capable of recognizing words very precisely and of accelerating the processing by utilizing AI technology. It is one of the certified Fujitsu-brand AI (Artificial Intelligence) technology solutions, "**Zinrai**".

Human Centric AI Zinrai

## Environmental Efforts in Solution Service Business

We deliver our service solutions to our customers as a business partner who shares the value standard in order to promote the life cycle management of ICT (Information and Communication Technology) products at the customers. We provide our customers with safe, secure and eco-friendly solutions, which contribute to the mitigation of the environmental burden, and with well-prepared support based on our extensive experience and business achievement from the product development until manufacturing.

As a part of retail system introduction and operation service, our experienced expert engineers support the customers with any problem.

In the introduction phase, we can help our customer solve the problem related to installation, setting-up and operation confirmation by confirming and optimizing the wireless LAN environment and by preparing the individual operation manual and/or by training the POS operators, etc., which are likely to be the customer's initial concerns, at the expense of the customer.

In the operation phase, we help the customers reduce the operating costs by offering the twenty-four seven help-desk, agent service for monitoring / operating the headquarter system, remote monitoring service of the POS system / hardware for retail stores while they are opened or closed, field service and OS support, etc. Moreover, we take the environment into consideration upon delivering each service to mitigate the customers' burdens (costs and energy).

Image of Remote Monitoring Service



Headquarter of our customer
HQ severs of POS system
System walker Centric Manager Monitoring Sever
Event info
Open & closed info
Event info
Event-log monitoring
SQL Sever of DB on open & closed stores
Monitoring of open & closed stores
Hardware monitoring

Store
Client PC
POS

- To regularly monitor remotely.
- To report to appropriate departments in occurrence of abnormality.

1) Hardware monitoring
2) Event-log monitoring
3) Confirmation of open & closed stores
4) Confirmation of POS operation

Help-desk
Recovery op.
Direction
Escalation
SE / CE
Recovery

Fujitsu Kumagaya Service Solution Center