

# FUJITSU Work Life Shift



## Smart Working

### Reimagining how work gets done

Free your people from the mundane, giving them more time to think, create and deliver great experiences for your customers. This is Fujitsu's Smart Working, and it can be yours. By helping you reimagine how work gets done using Digital Workflow, Automation, AI and No/Low-Code solutions, Fujitsu enables you to deliver great customer experiences that scale with demand, while empowering your people to be at their brilliant best.

shaping tomorrow with you

**FUJITSU**



# An adaptive platform for a fast-changing world

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

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

And with our pay for what you use automation services, digital workflow and no/low-code solutions, you can respond. Smart Working takes care of complex tasks and simplifies how work gets done giving your people time to think, so you stay focused on delivering great services and experiences for your customers.

Smart Working is built on industry leading cloud technologies such as UI Path and ServiceNow. Whether seeking to improve customer experience, increase business agility or empowering your people to achieve more, by reimagining how work gets done. Smart Working ensures you choose the right approach and technologies to deliver the greatest value.

You can count on Fujitsu to consult and deliver highly scalable solutions from our eight ISO27001 certified Global Delivery Centers (GDCs) and carefully selected best-of-class industry partners.

Our experts will work with you to co-create your Smart Working journey. Providing best practice guidance that we have developed over 30 years in working in complex workplace environments we will securely embed automation, workflow, AI and no/low-code development into how you work.

Because we work with a wide range of technology partners we can guide you as the best approach to achieve your business outcomes.

And we offer a full range of services, from advisory, design and build through to fully managed services with flexible commercials to suit your individual needs.

## Fujitsu Smart Working



**Intelligent**

Automated and intelligently identify process for automation.



**Personalised**

Our approach ensure alignment to your individual needs.



**Secure**

Our security experts ensure you and your data remains secure.



**Value focused**

Technology independent approach deliver greatest value.



**Flexible**

Flexible pay as you go commercial models.



## Your organization's benefits

Smart Working is our vision for every organization. Upon delivery of industry-leading cloud platforms and Fujitsu expertise, you can expect:

### Increased productivity and creativity

By taking care of the mundane and simplifying how work done, Smart Working increases the productivity of your workforce, giving them more time to focus on creating value for your customers.

### More enabled front line workers

No/low-code solutions provide your front line workers with the access to systems and insight they need to be more productive and deliver more informed and engaging customer experiences.

### Improved customer experience & responsiveness

We simplify and automate key business processes that enable you to provide a better customer experience that is powered by intelligent workflow and automation so it can scale when your customers need it.

## Smart Working service options

Smart Working offers 3 service options, which can be tailored to your individual needs and maturity:

### 1 Workforce Automation

**Provides cost effective, pay as you go, end to end solution for the discovery, creation and management of automations within your organisation:**

- Advisory services to guide the adoption of automation
- Establishment of a CoE to govern and guide creation of automations
- Development factory for creation of automation scripts
- Provision of highly scalable automation platform, either on-premises or in the cloud
- Ongoing management and maintenance of the automation platform on a pay per use basis

### 2 Smart Workflow

**Provides a flexible, highly integrated workflow platform for capturing operational information and acting upon it:**

- Can be delivered in the cloud
- Provide a simple, easy to use platform to create engaging workflow and forms
- Supports a wide range of integration, enabling you to interface with your existing systems, maximising return on investments

### 3 Intelligent Workspace

**Delivers solutions to simplify how work gets done using no/low-code development tools accessible from your preferred devices:**

- Supports cross-device, simple access
- Built on no/low-code platforms that are quick to deploy and easy to maintain
- Provision of best practice and governance to ensure you remain in control
- Can be provided as a complete end to end solution



## 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 2020 Magic Quadrant for Managed Workplace Services, Europe, for the fifth year running.

### Customer stories

« For a Large Retail Bank - Fujitsu operates the Automation Centre for the bank, Processed over **60,000** customer requests using **120** robots in **3 days**, not only scaling for unprecedented volumes but **reducing the turnaround time by over 500%**. »

« Global Financial Services company – Fujitsu **automated** Know your Customer and Tax reporting processes resulting in **workload reduction by 50%**. »

« Construction Company – Fujitsu built a new incident reporting capability using **Microsoft Power Platform** enabling **real-time reporting** of incidents and **full evidence recording** for enhanced lessons learnt. »

To sum up, we are:

- **Personalised:** Our experts design approach ensures we work with you to deliver your desired business outcomes.
- **Secure:** With clients include defence, central government, healthcare, manufacturing, and major financial services firms, we are trusted with the sensitive operations of highly stringent organizations.
- **A leader in vision and execution, as recognised 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?

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. Reeling your people to get work done, securely, anywhere.

For more information, please visit our website (<https://www.fujitsu.com/my/themes/worklifeshift/>) or please contact:

Email: [askfujitsu.my@fujitsu.com](mailto:askfujitsu.my@fujitsu.com)

**“Create an environment for your people to thrive.”**