

Your vision and
Fujitsu. Together
we can change
the world

Financial Services

shaping tomorrow with you

FUJITSU

Great work leads
to great references

We co-create with our
financial services
customers, working together
to enable their vision.

What others say about us is infinitely more persuasive than anything we could say ourselves, that's why we've selected these ten case studies that showcase our joint success with our customers.

Your vision and Fujitsu. Together we can change the world.

DRIVE IN
BANKING

Belfius

“Fujitsu committed to an ongoing collaboration to bring our vision of paperless account-opening to life. Our goal was a mobile account opening and contract-signing solution that can be completed within five minutes”

Benoit Speybrouck, Head of Digital Projects, Retail & Commercial Banking, Belfius

Belfius leads the field in mobile banking and chose Fujitsu Sign'IT as a secure electronic signature solution to enable customers to open accounts via smartphone.

Challenge

Belfius wanted to position itself as a leader in mobile banking. It needed to find a secure e-signature solution to enable new customers to safely open bank accounts within five minutes via mobile without the need for paperwork.

Solution

Following an RFP, the bank selected the Fujitsu Sign'IT solution, a highly-secure biometric signature that is entered directly on the user's smartphone without the need for a stylus - the user signs the contract with their finger. It connects with core banking applications to enable new account establishment.

Benefits

- Mobile-first strategy leads to excellent customer experience.
- New accounts can be opened within five minutes with no need for paperwork.
- Reduces operational costs.
- Doubles conversion rates.
- Paper waste has declined dramatically.
- Security and regulatory compliance are guaranteed.

Isabel

“ ServiceNow was promising to improve IT Service Management processes and potentially service levels. Fujitsu was appointed as the preferred implementation partner because it is the expert for ServiceNow projects ”

Roel Liers, Senior IT Operations Manager, Isabel

When the support for Isabel’s existing ITSM platform ended, the company turned to ServiceNow as a superior upgrade, selecting Fujitsu as its integration partner.

Challenge

Isabel’s IT Service Management solution, which it used to follow up on incidents, was reaching end-of-life. The company decided to replace it with ServiceNow, however, it needed the right technology partner to ensure the project was a success.

Solution

Fujitsu rebuilt the existing Incident, Problem and Change Management processes within ServiceNow, bringing processes that were previously executed with two separate tools together. It also introduced a Service Catalog with Request Management processes.

Benefits

- Changes to the asset database and IT requests are delivered in a more controlled and structured way.
- Implementation no longer depends on local infrastructure, assuring seamless operation.
- Excellent project management ensured all actions were delivered as expected.
- ServiceNow introduces Service Level Management to follow up the quality of service and increase user satisfaction.

Tokio Marine Asia

“ Whether it’s 8am or 3am, Fujitsu is there to manage and support our IT infrastructure. This boosts our productivity and allows us to become more proactive and responsive in the market ”

Lock Woon Yuan, Head of IT Operations Management Security, Risk & Compliance, Tokio Marine Asia

Tokio Marine Group in Singapore outsources management of its IT infrastructure to Fujitsu, leading to faster incident resolution and compliance with regulations.

Challenge

Tokio Marine Group in Singapore wanted to simplify and optimize the management of its core infrastructure in Singapore.

Solution

After careful evaluation, the company chose Fujitsu to deliver technical service desk, system and network monitoring services, infrastructure management and cross-functional services.

Benefits

- 24/7 service ensures incidents are resolved quickly.
- Internal resources have been freed to be redeployed more strategically.
- Improves security and regulatory compliance.



Country: **Singapore** Industry:
Financial Services
tokiomarine.com

Locarent

“ Fujitsu has given us a scalable, robust and cost-effective IT platform that safeguards the business for the next five years. It’s faster, easier to manage and makes our users extremely productive ”

Paulo Espirito Santo, DSO Director, Locarent

Locarent deployed two FUJITSU PRIMEFLEX vSphere solutions to support all core business operations - reducing costs, simplifying management and lowering energy consumption.

Challenge

Locarent’s aging heterogeneous IT infrastructure was a burden to manage and support, as well as featuring poor application performance. The company wanted to move to an entirely virtualized platform supplied by a single vendor.

Solution

Locarent worked with long-term partner Fujitsu to deploy two FUJITSU Integrated System PRIMEFLEX for VMware vSphere solutions, which include highly scalable industry- standard components such as storage, networking and virtualization software.

Benefits

- 95 percent reduction in failure thanks to improved SSD reliability.
- 40 percent reduction in energy consumption and the need for less actual space.
- 40- 95 percent increase in application performance.
- Significant reduction in maintenance has saved Locarent time and money.
- Simple, efficient and fast provision of new services and applications.



Country: Portugal
Industry: Financial Services
locarent.pt

Hyakugo Bank

“The fact that Fujitsu has been using the Microsoft solution for its internal communication platform was a big factor in our choice”

Shinji Tanaka, System Planning Manager, Hyakugo Bank

Hyakugo Bank replaced its aging Lotus Notes infrastructure with a Microsoft SharePoint environment based on Fujitsu's own internal communication architecture.

Challenge

Hyakugo Bank wanted to replace its outdated Lotus Notes information infrastructure which had functional restrictions, required multiple passwords and was not connected to the internet for security purposes.

Solution

Hyakugo Bank partnered with Fujitsu to completely revamp its information infrastructure, the Chienowa (Knowledge Ring) system, in order to innovate the workstyle of its employees.

Benefits

- Improved productivity and operational efficiency via refreshed information infrastructure.
- Single sign-on and secure internet browsing from the same end user devices.
- Consolidated information management and internal communications via web portal.



SEB

“One of the main challenges was meeting key deadlines and timelines. However Fujitsu’s proactive and structured approach combined with SEB’s agile way of working meant it was always on time”

Thomas Majus, Project manager, Skandinaviska Enskilda Banken S.A.

SEB turned to Fujitsu and Nvision to refresh its online platform. The result is a mobile-friendly, secure portal for nearly 3,000 users, based on the DigitalSphere approach.

Challenge

After 18 years, SEB’s online portal was starting to show its age. An aging user interface and mobile incompatibility made it unpopular with customers. The Bank wanted to overhaul its online offering but needed to find the right partner.

Solution

Based on its existing references and proprietary technology, the Bank chose DigitalSphere – a partnership between Nvision and Fujitsu that combines the latter’s technical expertise with the former’s user experience know-how to create a brand new online and mobile platform.

Benefits

- Increases customer satisfaction through improved look and feel.
- Reduces SEB internal workload by enabling self-service.
- Compliant system offers flexibility as to which information is displayed to which users.
- Enables cost-effective future development of new features.
- More consistent with SEB corporate brand.
- Low maintenance costs.



Country: [Luxembourg](#)
Industry: [Financial Services](#)
sebgroup.lu

Oliveira Trust

“We needed a company we could trust, with high security, that had an exemplary infrastructure, and which was able to test continuity and contingency. We found all this with Fujitsu”

Ismar Marcos, IT Managing Director, Oliveira Trust

Oliveira Trust contracted Fujitsu cloud services to make it more efficient in relation to clients, as well as speed up its service and reduce internal costs.

Challenge

Oliveira Trust used a local infrastructure that had lost response capacity and did not allow customers external access to their financial services. The company needed a solution that offered security and guaranteed availability.

Solution

The location of the Fujitsu data centers in Brazil was an important criterion in the choice. Oliveira Trust started by hiring a cloud infrastructure from Fujitsu as a production environment for the applications it uses. It later acquired a disaster recovery environment that guarantees high availability.

Benefits

- External, secure client access to the service.
- Shared environment across various company offices.
- Greater processing speed.
- Reduced investment in equipment.
- Savings in maintenance, energy, and space.
- Efficient use of human resources.

TEB

“We needed a flexible computing platform that could integrate with all the various components. Fujitsu could also supply palm-based security and cash dispensers, making it a one stop shop for our technology needs”

Özgür Bilgin, Payment Systems Software, Development Manager, TEB

TEB develops a new generation VTM with the co-operation of Fujitsu to increase the efficiency of physical branches and create a digital journey for its customers.

Challenge

TEB wanted to increase the efficiency of physical branches by mobilizing customer relationship managers (RMs) to go out for new customer acquisitions and sales activities. TEB wanted to develop a Virtual Teller Machine (VTM) that would automate almost every transaction in its branches. It needed a trusted technology partner to construct this VTM.

Solution

TEB selected Fujitsu to provide the central PC, biometric security and cash device components. Through the development of multiple prototypes, the bank was able to create a VTM that could open new accounts, deposit and withdraw cash, make utility payments, print debit and credit cards and handle many other services.

Benefits

- More than 90 percent of customers are happy with the VTM services.
- Allows RMs to go out more for sale activities and new customer acquisition.
- Increases the efficiency of physical branches.
- Reduces the operational cost of physical branch network by lowering the footprint.
- Real-time assistance available via video chat.



Country: Turkey
Industry: Financial Services
teb.com.tr

Intrum

“ Fujitsu not only handles our data center requirements, it also manages our end user devices, manages security and networks, and provides a next-generation help desk, known as the Social Command Center ”

Trude Bakkebø, IT Infrastructure and Operations Director, Intrum

Intrum asked Fujitsu to consolidate disparate IT systems into one outsourced solution, including data center services, end user services, hybrid cloud solutions, and security.

Challenge

Following the merger of Intrum Justitia and Lindorff to form Intrum, the new company was faced with two separate IT infrastructures. It needed a cost-effective way to consolidate IT services in a secure and timely manner.

Solution

Intrum turned to long-term Lindorff partner, Fujitsu, to provide end-to-end outsourcing services, covering data center, end user, help desk, and security services. The company is now in the process of rolling out these new consolidated services to 8,500 users in 24 European countries.

Benefits

- Social Command Center enables user self-service to help solve issues quickly, boosting productivity.
- IT-as-a-Service model ensures predictable, transparent costs.
- New users and entire acquisitions can be onboarded quicker.
- Cloud services enable faster time to market for new products.
- IT is more reliable, efficient, and agile.

intrum

Country: **Sweden**
Industry: **Financial Services**
[intrum.com](https://www.intrum.com)

Deutsche Leasing

“ Our current experience of Fujitsu is as an infrastructure services provider. However, the company has more up its sleeve in terms of end-to-end solutions and innovations and that’s something we’d like to benefit from ”

Thomas Rimmel, Organization and IT Divisional Manager, Deutsche Leasing AG

A high-availability data center with all basic services are provided, operated, and monitored for Deutsche Leasing AG at two separate sites.

Challenge

Bring data center operations provided by an external service provider up to a stable, state-of-the-art standard, with regard to the ITIL and Cobit frameworks. The initial outsourcing project had not come close to achieving this and the company was therefore looking for a new service provider.

Solution

As part of a second-generation outsourcing project, Fujitsu now operates a high-availability data center at two sites and supplies all associated basic services, including hardware and software updates, as well as SAP services and the customer services desk, in accordance with service level agreements.

Benefits

- Professional data center operations.
- Cost savings and flexible pricing model.
- Innovation partnership.

Co-create with Fujitsu



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