



# Reimagine the future of IT

Fujitsu and ServiceNow  
IT Workflows



shaping tomorrow with you

# Delivering more efficient, more effective services



With the unpredictability of recent times, the focus on how you support your organization and your people with IT has only intensified.

The shift to remote working made it possible for businesses to keep operating. But a distributed workforce comes with implications. How do you make sure you can provide dependable, secure systems and services to your organization – wherever your people are? While still finding ways to optimize and streamline your estate, and reduce costs.

It's becoming increasingly challenging to deliver these outcomes: managing a complicated mix of legacy, cloud and other systems; meeting the demand for more insights from your business; preventing failures before they happen; and delivering against the growing expectations of your employees. After all, it's harder to focus on continuous service improvement when your time is taken up by preventing outages, patching, and servicing manual repetitive tasks.

To meet these challenges, you need to modernize operations, deliver agile change, and improve employee experiences.



Using ServiceNow to digitize your operations enhances the services you provide to your people. And in a way that's easy to scale up (or down) when you need to.

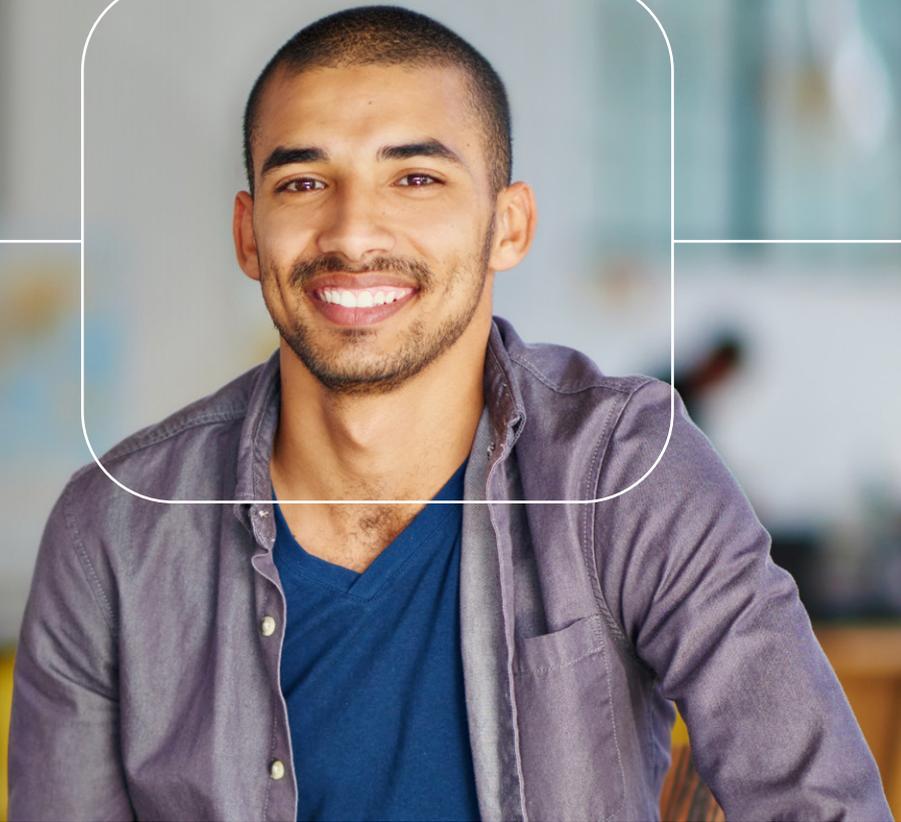
Fujitsu knows how to simplify the complex. With deep knowledge across the technical landscape, we are ideally placed to integrate systems across your whole enterprise. So, you have the visibility you need to manage your IT estate more effectively.

With our support, you can use ServiceNow to automate repetitive tasks. You can reveal the insights to predict and prevent issues, identify risks, and eradicate waste. And by combining our security expertise with ServiceNow, you can keep your data and your systems safe.



The result is more resilient and responsive IT services that engage your people. From there, you can boost the experience you offer customers and adapt faster to the challenges and opportunities of the future.

# Taking control, giving freedom



Businesses are demanding more from IT; from the support it provides through to the systems it operates. IT departments need to shift from reactive services to proactive ones – providing quicker, easier ways to deploy new processes and solutions to give the business the agility it needs. All while controlling costs and keeping services secure and resilient.

For many, the foundations are already in place – from the processes to deliver IT service management, to monitoring, asset management, and service catalogs. But how do you transition to more proactive IT delivery? Where can automation add value? And how do you continually improve your employees' support experience? With all these different priorities, where do you even start?

With Fujitsu and ServiceNow, you can create your blueprint. We help you design solutions that align to your objectives, and then we work with you to get to value fast with ServiceNow. Bringing together consultants and technical experts, we implement, integrate, and automate the experience your business demands.



## Building more resilient operations

For your organization, resilience always comes back to keeping services available – and the more you see, the more you know. We help you get a single view of your IT estate with ServiceNow. This clearer picture – even across complex, hybrid infrastructures – can help you identify inefficiencies. You can then remove any unnecessary duplications and keep services running smoothly.

To improve your IT, you need a foundation of secure digital operations. Reactive support for end-users is one thing. But identifying and preventing incidents in the first place takes you to the next level. With an understanding of predictive maintenance and a deep familiarity of ServiceNow workflows, we can help you to spot faults and vulnerabilities in your systems or processes. And then take action so they don't impact service – or happen again.

The basis of resiliency is ensuring your services are secure. We bring a breadth of experience in service provision, cybersecurity and risk management. And we use this knowledge to help you identify risks or incidents with ServiceNow. Armed with a clearer view, you can then monitor and protect the health of your estate. And predict and prevent outages or issues. By securing IT continuity in this way, you make a critical contribution to the continuity of your organization.

We can help you make this transition by giving you a clear view of your assets, connecting your systems, and automating workflows across your IT to manage risk and resilience in real time. We can even call on our experts in your sector to bring their additional insights into the challenges you face. And put in place the digital processes that help you ensure regulatory compliance and streamline how you work.



## Making better use of resources

With modern, optimized services in place, you can start to be proactive and deliver more value back to the business. This might be by removing inefficiency or it could be through insights that help you change in the right way.

Understanding your estate is essential to creating resilient services. But this visibility is also key to managing your assets more effectively. First, you'll get a more accurate picture of what you own – and what it costs you. Plus, you'll be able to compare what you have with what you use, helping you see where you can make savings. We can also help you automate time-consuming asset management tasks, to streamline lifecycles and avoid unnecessary spend.

As we move into a world of agile delivery, aligning your programs to your business outcomes will be critical. It's therefore essential that you move your PMO functions from reporting and governance, to planning and modelling. If your organization is serious about digital transformation, managing your business programs against capacity, risk and cost is what will determine your success. We can work with you to manage your investments across the enterprise by planning, prioritizing, and tracking work with your objectives. Just as we do for our own business.

Making sure your programs are making genuine contributions to your strategic aims pays dividends. But, within those projects, we can also help you get to the right outcomes quicker. With expertise in an agile, DevOps approach to change, we can help you stay flexible while improving cycle times and reducing risk.



## Taking the friction out of support services

Enhanced resiliency, improved planning, and reduced costs are all critical elements in improving your IT operations. But at the heart of this are your employees. Increasing demand for improved experiences is a constant challenge, keeping the focus on IT services and how effectively you can deliver those experiences.

Employees expect support as and when they need it – in person, remotely or via a virtual agent. These services need to be simple and accessible, with the expectation that incidents will be few and far between. So, offering smooth digital services will be key to finding and keeping talented people who will support the success of your organization.

We specialize in designing services around your employees, recognizing that everyone has their own preference in how to engage. Through our people-focused approach, we can help you deliver IT support across chat, mobile, self-service and more. So, whether at home, in the field, or in the office, your employees get the help they need.

Where it adds value, we deploy automation. For example, using chatbots to handle common questions. This results in faster fixes that get everybody back to work as soon as possible.

# Use cases



Optimizing and automating the service desk

## Challenge

### Organization

Smart-home technology business, Resideo.

When Resideo separated from its parent company Honeywell, it needed to put in place its own service desk and IT service management tools fast, to avoid penalties for remaining on Honeywell's infrastructure.

## Solution

Resideo chose Fujitsu based on our deep understanding of their challenges, best practice, and leading tools. We implemented ITSM using our Quick Deploy approach to configure the platform to support the IT team and wider business. We also created a 24/7 service desk in five languages for 13,000 employees in 19 countries. As part of the solution, we provide ServiceNow licensing and ongoing support.

## Results

The ServiceNow deployment has had an immediate impact. It has dramatically reduced the number of tickets generated, redirecting them to the service catalog. This reduces the burden on the service team and saves money as a result.

Resideo separated from its parent company on time and on budget. Plus, it now has the scalability and flexibility to embrace its future as an independent entity – safe in the knowledge it has the tools to thrive.

»We partnered with Fujitsu on our journey to define a new way of acting fast. In the process, we reduced 30% of our IT costs while improving IT performance and engagement globally.«

**Aruna Vasudev**  
IT Leader, Resideo



Achieving ultra-efficient service management in record time

## Challenge

### Organization

Major grocery chain,  
Coop Market Norway (Coop).

Coop needed to replace its outdated IT Service Management system. The new solution needed to support departments across the business, such as HR, accounting, administration, and operations. The supermarket chain wanted a system that could adapt to different teams and grow with the business.

## Solution

Coop chose Fujitsu to implement ServiceNow based on our deep understanding of its business, and the wider challenges facing retail organizations. To accelerate the deployment, we focused on getting all processes 80% up and running, rather than completing one at a time. As part of the solution, we helped Coop develop service centers to handle all inquiries, as well as a self-service portal. We continue to optimize and automate processes for the business.

## Results

Coop can now easily access reports to improve both the control and quality of its service. Through our implementation of ServiceNow, the retailer has saved between two and four million NOK a year and significantly improved the support provided to the business and operations. ServiceNow gives it the flexibility to quickly implement changes, and develop new applications to support the business needs.

»The main reasons for choosing the Fujitsu IT Service Management solution were the understanding of Coop's business needs, documented expertise in this area and the implementation methodology.«

**Lise Hugdahl**

Responsible for Service Management, Coop Market Norway



## Helping you maximize value from ServiceNow

If you're already using ServiceNow, we can help you maximize its impact. And if you're currently thinking about a new investment, we'll show you how you can quickly start realizing the potential of ServiceNow.

To find out more, [get in touch](#)

We know you are not starting from a clean sheet of paper; IT services and operations must continue through any transformation. That's why value comes from adopting a wider approach to managing your estate and automating your operations. This includes making your services resilient, your programs supportive, and your costs aligned to demand.

Consistently delivering value requires a clear vision of what technology can do and what your people need, and the skills to connect all the moving parts of your organization. This combination is what sets us apart. It's what allows us to fully integrate ServiceNow across your enterprise. You get the 360° visibility needed to accelerate change, react in real-time, and make better informed decisions.

We use ServiceNow to connect and automate actions across complex enterprises every day – for our customers, but also for our own IT support. It shows our belief in the platform and our understanding of it. We put all this experience to work for you.

Whatever the challenge, we have the specialist skills and strategic vision to make the complex simple – helping you get the best out of ServiceNow.

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