

“By combining the K5 Cloud Service which supports multi-cloud environments and partner’s cloud services, such as Office 365 and Box, we have created a communications platform that enables workstyle transformation.”

Takahiko Kouketsu
SVP, Head of IT Strategies Unit
Fujitsu Limited

Workstyle transformation supported by a Global Communications Platform.

At a glance

Country: Japan
Industry: Information and Communication Technology
Founded: 1935
Website: fujitsu.com/global/

Challenge

Fujitsu’s innovative Global Communications Platform was being provided via various Fujitsu data centers around the world using on-premise software, creating variations in rollout speed and functionality available to its users. It needed to eliminate these variations in order to provide the same experience for all employees.

Solution

Using FUJITSU Cloud Service K5 and FUJITSU Digital Business Platform MetaArc framework, Fujitsu now runs its communications platform in a global cloud environment, transforming the platform into a unified entity providing rich functionality in collaboration with partner cloud services such as Microsoft Office 365.

Benefit

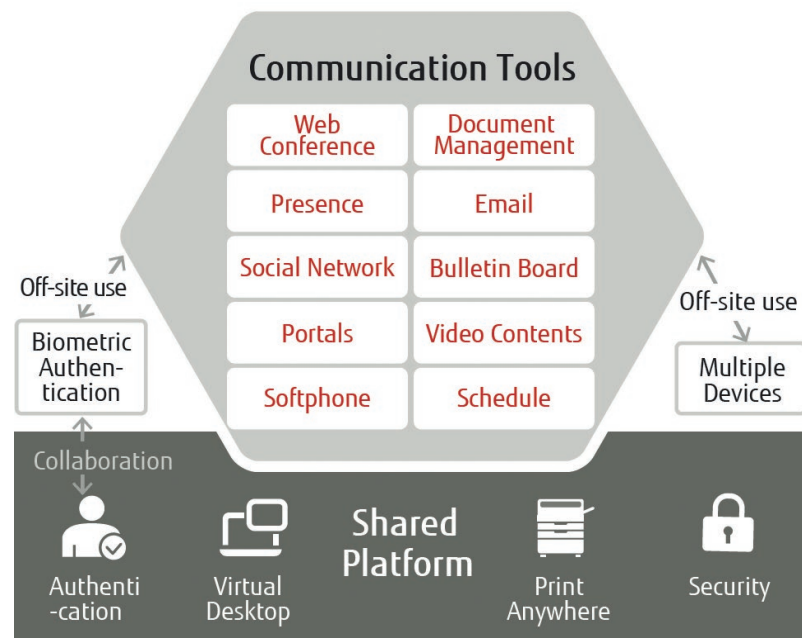
- Increased collaboration between colleagues
- Consistent user experience across locations worldwide
- 95% of the Fujitsu workforce participating in web conferencing
- Annual saving of several hundred million yen in business travel expenses

Customer

Fujitsu is the leading Japanese information and communication technology (ICT) company offering a full range of technology products, solutions and services. Approximately 156,000 Fujitsu people support customers in more than 100 countries. Along with the provision of services, Fujitsu's comprehensive business encompasses the development, manufacture, sales and maintenance of cutting-edge, high-quality products and electronic devices that make these services possible.

Products and services

- FUJITSU Cloud Service K5
- FUJITSU Digital Business Platform MetaArc
- Microsoft Office 365



A Global Communications Platform with regional variations

As a global business employing 156,000 people across the world, Fujitsu Limited (Fujitsu) began developing a new Global Communications Platform in 2010 to promote workstyle transformation and innovation.

Takahiko Kouketsu, Head of IT Strategies Unit and Senior Vice President, Fujitsu comments, "Our aim was to enable all 156,000 employees around the world to use the same tools for email, schedule sharing, web conferencing and other tasks."

In 2013, Fujitsu took the second step by focusing on transforming workstyles through the adoption of an internal social network for knowledge sharing and a softphone system for voice communications. Then from 2015, while increasing the quality of information sharing through higher quality video and other content, the company deployed a virtual desktop system to support a wide range of workstyles and also bolster security.

However, the operational situation in 2015 was such that the communications platform was being provided via various Fujitsu data centers around the world using on-premise software. "Different circumstances in each region resulted in variations in the rollout speed and the functionality available to users," comments Takahiko Kouketsu.

Migration to a global cloud platform leads to greater unification of communications capabilities

To eliminate differences between regions, it was necessary to transform the communications platform into a unified entity, which is why Fujitsu chose to run it in a global cloud environment. Naturally, the cloud service selected to underpin the platform was FUJITSU Cloud Service K5. The company also deployed the FUJITSU Digital Business Platform MetaArc framework to deliver a multi-cloud environment providing rich functionality in collaboration with partner cloud services.

One of these partner cloud services is Microsoft Office 365, which provides a range of core functionality including email, schedule sharing and web conferencing. "When we started planning the global unification of our communications platform, our group companies outside Japan were using the Microsoft Exchange Server for handling email," explains Takahiko Kouketsu. "That is why Fujitsu adopted Exchange Server for email, SharePoint Server for information sharing and Skype for Business for web conferencing. The optimal choice for putting these functions in the cloud was via Office 365."

The FUJITSU Cloud Service K5 provided additional functionality, including user authentication, portals, Print Anywhere capability (allowing printing from any multifunction device in any Fujitsu office), video content and storage. Box, with its strengths in collaboration and security, was deployed to partner clouds for file sharing.

Migration of on-premise Exchange Server data to Office 365 began in March 2017. This is being phased in gradually in a way that, according to Takahiko Kouketsu, is "invisible to users," and the migration is expected to be completed by March 2019.

Further enhancement for teleworking

Use of the Global Communications Platform is already generating results, with 95% of the Fujitsu workforce participating in web conferencing, and 1.7 million meetings expected during the fiscal year. "This represents an annual saving of several hundred million yen for business travel expenses in Japan alone," says Takahiko Kouketsu.

One feature that is particularly effective for global collaboration is presence functionality, which uses a personal profile database and allows easy confirmation of a person's availability and whereabouts. Employees' personal profiles include information such as their ID photo, title and role, thereby encouraging communication between people who have not met directly. It is also possible to automatically list the documents created by an individual via a link in their email address, displayed in a received email message.

As part of its workstyle innovation efforts, from April 2017 Fujitsu will officially implement in Japan a Telework System built on the Global Communications Platform. To enable an appropriate workstyle from home, from a satellite office, or while traveling on business, the Telework System will use a combination of a working hours management system and the FUJITSU Software ID Link Manager II tool for managing time and overtime at work. "Connecting the Fujitsu Human Centric AI Zinrai artificial intelligence technology with the Global Communications Platform will also provide automatic schedule coordination and translation of both voice and text," concludes Takahiko Kouketsu.

Fujitsu is now offering to customers a Global Communications Platform solution, backed by the expertise gained from its in-house implementation and operation. In the future, the company also plans to commercialize the knowledge behind its Telework System.

FUJITSU

Phone: +81-3-6252-2220