We call this FUJITSU Work Life Shift

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

And with our pay for what you use automation services, smart forms platform and no/low-code solutions, you can respond. Smart Working takes care of mundane 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 UiPath, Citrix Workspace, Fujitsu RunMyProcess, Fujitsu Smart Forms and Microsoft Power Platform. 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.

And we offer a full range of services, from advisory, design and build through to fully managed services with flexible commercial models to suit your individual needs.
2. A value-based approach explained

Smart Working is more than a technology deployment. As a key partner with all major vendors and one with extensive experience, Fujitsu helps you maximize the value of your technology investment. The overall Fujitsu end-to-end delivery approach gives you a choice of one, some, or all of three distinct phases:

1. Journey Builder
   - Consultancy engagement defines a customer’s baseline position and the outcomes and values to be delivered through transforming with Smart Working.
   - Identification of customer-specific value through Fujitsu ResultsChain™ methodology.
   - Workshops to establish security, compliance, connectivity, technology baselines, and deployment strategy.
   - Persona and work styles assessment using Fujitsu HXD.
   - Fujitsu, vendor, and industry best practice.
   - Evergreen roadmap planning.

2. Agile Transformation
   - Human-centric transformation focusing on people, their experience, productivity, and collaboration in a secure and compliant manner.
   - Agile delivery.
   - Targets the attitudes, beliefs, emotions, and relationships to drive optimal behaviors, and ultimately successful transformation results.
   - Easy strategies to measure your transformation success efficiently.
   - Established configuration templates and guidelines.

3. Managed Service
   - Delivering continuous value through an evolving service, always up to date, reducing the digital dexterity gap and brand protection.
   - Enables sustained long-term agility
   - Promotes individual and group development, so your culture starts thriving and reaching new levels of productivity and collaboration.
   - An evergreen platform to ensure ongoing compliance and to add further value to your Borderless Office.

Delivering continuous value through an evolving service.
3. 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 gets done, Smart Working increases the productivity of your workforce, giving them more time to focus on creating value for your customers.

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

**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.

Provision of best practice and governance to ensure you remain in control.
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 organization:
   ■ Advisory services to guide the adoption of automation
   ■ Automated and crowd-sourcing discovery with creation of ROI calculations
   ■ Establishment of a CoE to govern and guide creation of automations
   ■ Development factory for the 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 Forms
   Provides a flexible, highly integrated platform for capturing insight and acting upon it:
   ■ Can be delivered on-premises or in the cloud
   ■ Provides a simple, easy to use platform to create engaging electronic forms
   ■ An open platform that supports a wide range of integrations, enabling you to interface with your existing systems, maximizing returns on investments.

3. Intelligent Workspace
   Delivers solutions to simplify how work gets done using no/low-code development tools accessible from your preferred devices:
   ■ Works with Microsoft Teams, Citrix Workspace or ServiceNow for easy, 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, or as Fusion Development squads that augment your own skills and expertise providing you with the capacity when you need it.

Note: Some solutions are only available in certain regions. Please check with your local representatives for availability.
4. Why FUJITSU and where to next?

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.

To sum up, we are:
■ Focused on Co-Creation: Our experts and human experience design approach ensures we work with you to deliver your desired business outcomes
■ Secure: With clients include military, security, central government, and major financial services firms, we are trusted with the sensitive operations of highly stringent organizations.
■ A leader in vision and execution, as recognized 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.

Customer stories

For a Large retail bank - Fujitsu operates the automation center 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.

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

For more information, please visit our website or sign up for a session in our Virtual Digital Transformation Center, where we can work with you to co-create your Smart Working journey and demonstrate the value it can deliver.

Create an environment for your people to thrive.