Reimagine how work gets done

FUJITSU Work Life Shift

FUJITSU

shaping tomorrow with you

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 Smart Working, and it can be yours. By helping you reimagine how work gets done using 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.

1. 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.
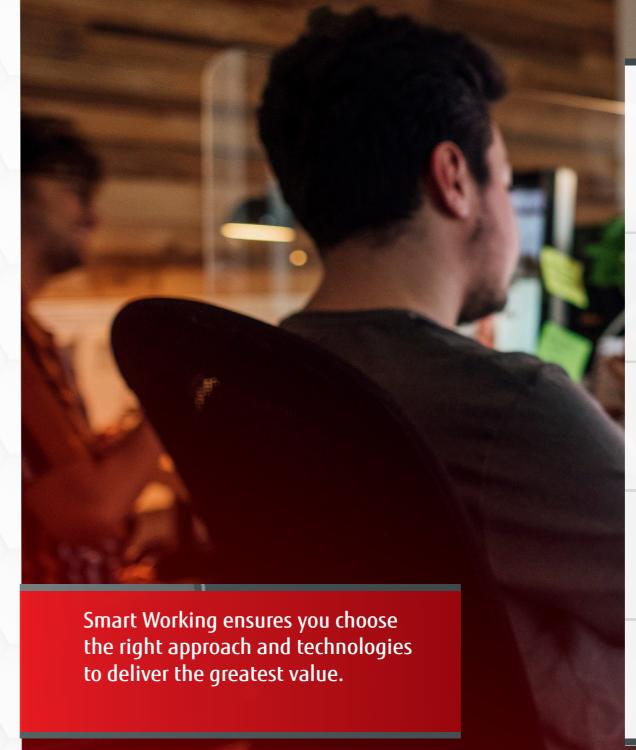
And with our pay for what you use automation services, smart forms platform and no/low-code solutions, you can respond. Smart Working takes care of mundane tasks and simplifies how work gets done giving your people time to think, so you stay focused on delivering great services and experiences for your 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. Service is delivered from our eight ISO27001 certified Global Delivery Centers (GDCs), providing you with a service you can scale up, down, or out – as and when you need it.

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, 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.

Smart Working ensures you choose the right approach and technologies to deliver the greatest value.

Fujitsu Borderless Office

1	Intelligent	Automated and crowd-sourced discovery intelligently identify optimum process for automation.
2	Personalized	Our Human Experience Design and Co-Creation approach ensures alignment to your individual needs.
3	Secure	Our security experts ensure you and your data remains secure.
4	Value focused	Technology independent approach delivers greatest value for your business.
5	Flexible	Flexible pay as you go commercial models accelerate your Return on Investment.

Delivering continuous value through an evolving service.

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:
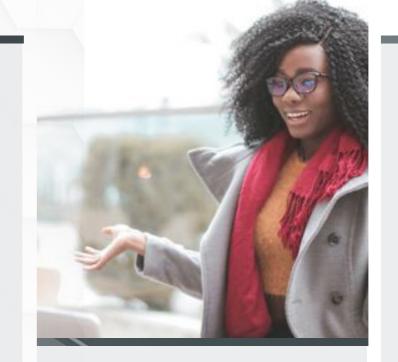
1 Journey Builder

2 AgileTransformation

3 Managed Service

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.

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.

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 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.

Provision of best practice and governance to ensure you remain in control

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 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.

Works with Microsoft Teams, Citrix Workspace or ServiceNow for easy, cross-device, simple access

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.

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* "

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.

FUJITSU

AskFujitsu
Tel: +44 (0) 1235 797711
Ref: 4054
Email: askfujitsu@uk.fujitsu.com
www.fujitsu.com