Public Sector Transformation

Fujitsu Americas

shaping tomorrow with you

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Intelligent Government
Accelerating the journey to digital

Within government, budget pressures and citizen demand for new digital services are driving change. Outdated legacy systems with complex processes and difficult-to-use front ends are no longer acceptable. Citizens accustomed to seamless and connected services from private commercial entities now expect the same from the public sector.

Facing a raft of challenges - the urgent need to reduce costs, improve efficiency, speed up service provision, increase agility and ensure cybersecurity, in addition to the evolving necessity to enhance the customer experience, drive citizen engagement and roll out new public services - it's now time for governments worldwide to harness the power of digital.

Overcoming the challenges of digital government transformation

At Fujitsu, we believe that key digital technologies, such as AI, RPA, Cloud Services and IoT, can lay the foundation for a digital future and transform the relationship between citizen and state. Through the end-to-end digitalization of both systems and processes, governments can better connect with citizens, keep pace with rising demand for improved omnichannel services, and deliver more effective, accountable, and transparent public services.

With continued pressure on budgets, governments are being forced to make difficult decisions as to their spending priorities. Private sector companies, compelled by an ever-competitive environment have already embraced digital, and it's time for governments to do the same.

Government as a Platform smoothing the path to digital

Government as a Platform forms the foundation for government and community-based organizations to deliver next-generation public services. It's a holistic approach to digitalization in which public sector agencies collaborate with private sector partners to deliver better services. It offers a seamless range of advanced capabilities, from AI and data analytics to virtual reality and process automation.

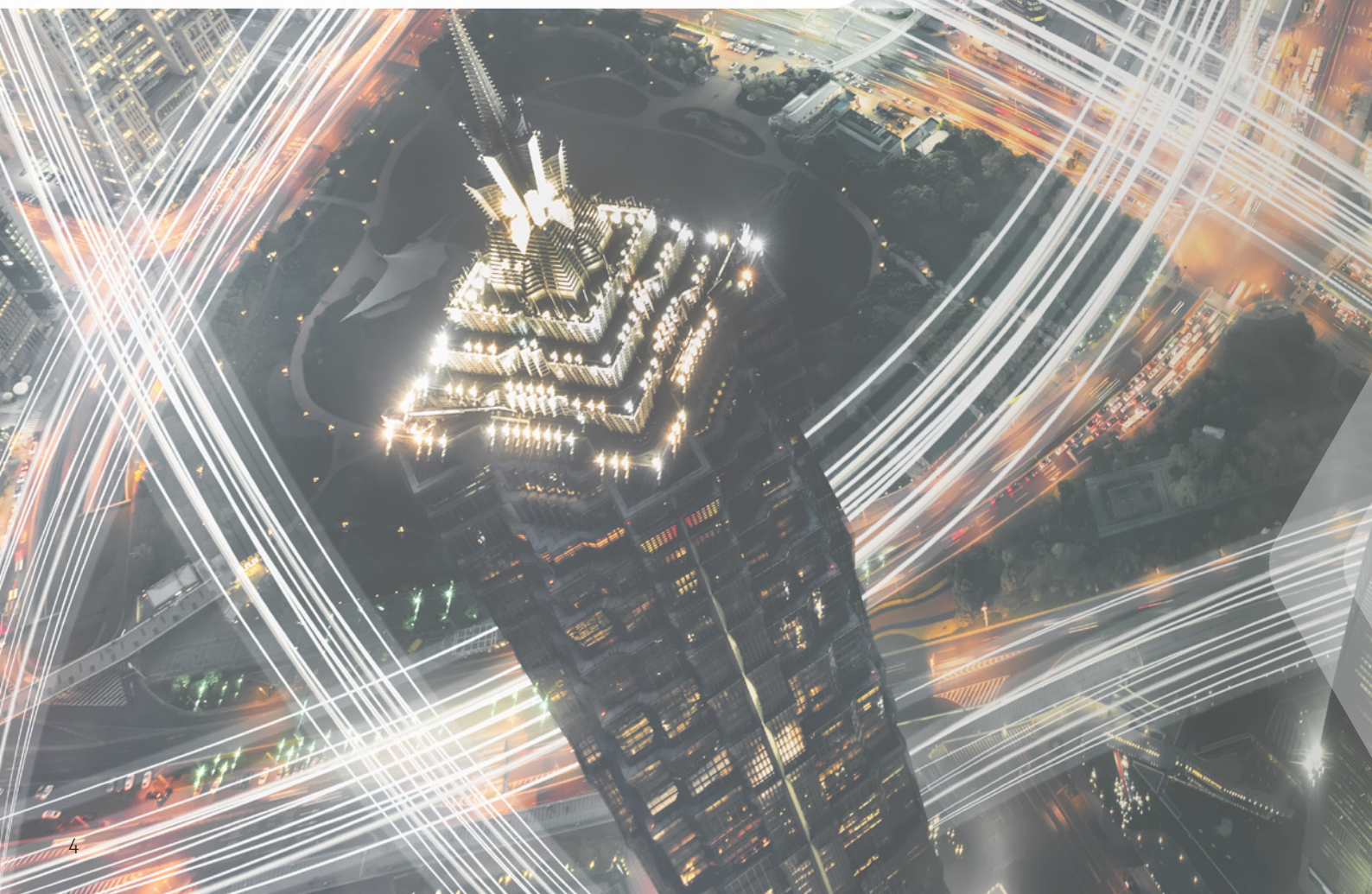
Fujitsu Public Sector IT Solutions
Driving a citizen-centric approach to transformation

For any government, representing and serving citizens must be at the heart of all decision making. Digitally savvy citizens want to interact with government departments quickly, personally, and intuitively through digitally-enabled channel services - via their smartphones and tablets that remember their past interactions.

With a successful omnichannel strategy, governments can not only satisfy increased citizen expectations, they can also increase employee efficiency by empowering frontline staff to provide required services more effectively and at speed.

What does a citizen-centric government look like?

With a keen focus on the concept of 'citizens first', governments will be able to modernize systems, reduce infrastructure costs, and remove labor constraints to achieve their goals. However, their ability to digitally transform is often constrained by legislative processes, slow approval, sluggish infrastructure support, and competing funding demands. At Fujitsu, we have the expertise to help reduce spending and deliver innovative ways to improve citizen services without further burdening public accounts.



Application Transformation and SaaS Initiatives

Application Transformation and the Software-as-a-Service model have proved a major source of value for organizations across all sectors, including public services. Over the last 20 years, Fujitsu has proved itself as an application modernization partner designing and implementing transformation solutions for government.

For one government department of human resources, we used our proprietary PROGRESSION™ tool suite to modernize their mission-critical mainframe and convert their legacy applications to a new digital platform. By implementing our flexible and modern solution, the government department has been enabled to save $15+ millions in annual operating costs, maintain operational efficiency, reduce technical risk, and deliver superior citizen-centric services.

We are also at the forefront of the SaaS market and offer solutions for CRM, ERP, office productivity, IT management and other key business areas. We deliver 'always on' as-a-service applications that reduce costs and are secure, scalable, customizable and quick to deploy.

Solving Complex Problems through Trusted Digital Business Solutions

*With infrastructure and connectivity improvements, core **public services** can be digitalized to improve efficiency, cut costs, and provide an engaging way for citizens to interact with government agencies.*

The provision of smart services using AI, robotics, cognitive computing, and virtual customer service assistants can reduce the burden of administrative tasks. However, digital government transformation is about far more than just efficient operations. It is also about using data-driven intelligence and actionable insight to draw citizen expectations and reality together.

Data Analytics

Used effectively, data analytics can deliver actionable insight to help tackle key issues. Within the area of policing, our Fujitsu Sholark solution enhances performance within crime prevention, detection, investigation, and prosecution by compiling, processing and analyzing existing information.

Blockchain

Blockchain can help streamline government operations, reduce tax fraud, improve voting and foster more transparent government-citizen relations. For example, with digital ledger voting privacy is assured; it's impossible to have more than one vote and it's impossible to tamper, manipulate or destroy ballots or votes.

Artificial Intelligence

AI-based solutions can enable more personalized citizen experiences and reduce the time spent working on basic tasks. By fitting our F|AIR automated AI inspection solution to trains, trucks and roadwork vehicles, road and transport agencies can determine current infrastructure status automatically, resulting in a reduction in work time lost and costs incurred through manually checking for infrastructure defects.

Robotic Process Automation (RPA)

RPA leverages software to emulate the interactions of people and technology. For governments under pressure to do more with less, RPA can enable 24/7 processing, reduce the need for manual processing, increase efficiency and improve governance.

Geographic Information Systems

GIS provides the framework for communication, collaboration and analysis of issues based on location. When Eastern Canada was hit by floods in 2017, our GIS team provided a regional and global picture of hydrological impact, flooded areas, affected municipalities, road network status, flow thresholds, levels and courses of water, as well as requests for information of all kinds.

Digital Annealer

Used by government, Fujitsu Quantum-Inspired Digital Annealer can calculate optimal investment when expanding existing roads or adding new ones. In traffic route optimization, it can improve traffic efficiency and reduce carbon emissions to improve air quality for citizen wellbeing. And when applied to First Responder ambulance routing it can save lives - within seconds calculating the fastest route back to the hospital.

Internet of Things

IoT is at the core of reshaping government to provide better services, greater safety, smarter public infrastructures, and strategic traffic management. Within national security and defense, our GlobeRanger RFID suite of solutions can ensure sensitive asset tracking to increase accountability, improve security and improve budget control.

Hybrid IT and Cloud Services

The perfect balance of Cloud and on-premise IT

Cloud gives the flexibility to innovate how citizen services are designed and delivered. It ensures scalability to enable the secure connection of rapidly growing numbers of internal and external users.

Cloud offers incredible benefits for governments, such as a pay-as-you-go model with cost savings of up to 30%, and the means to quickly bring new applications and services online at a fraction of the time and cost of on-premise development. However, for some government agencies and crown corporations, it's not possible to move all existing systems and data to Cloud platforms. So, for those with existing IT investments and mission-critical legacy systems, we believe that a hybrid IT environment is the way forward.

Hybrid IT from Fujitsu seamlessly blends private, public, and managed cloud with existing on-premise IT to improve agility, accessibility, privacy and security, governance and compliance, and deliver better outcomes.

Intelligence-led Security
Advanced threat protection in a digital world

The cyber threat landscape continues to evolve, and all government levels are under urgent pressure to secure critical data, infrastructure, and services from complex threats and targeted attacks.

At Fujitsu, we have experience working with defense and national security agencies that require the highest levels of security and reliability. Working with a Border Control agency, we successfully implemented a biometric screening solution to enable Border Service Officers to confirm the identity of temporary residents.

With our extensive cybersecurity portfolio, we can strengthen the resilience and improve the security of the data, premises, and people. Our capabilities include:

- Security Assessments
- Managed SIEM
- Software / Hardware Solutions
- Advanced Threat Analytics (SaaS)
- Identity Access Management
- Incident Response

Fujitsu Advanced Threat Protection

Our approach to cybersecurity offers a flexible and responsive service with better protection and compliance at a lower cost.
We offer:

- **Secure access**
  Validating citizen, employee, and partner identities
- **Attack prevention**
  Protection of data assets against hackers and espionage
- **Compliance**
  Fast compliance with strict privacy legislation across all borders

We deliver services that consistently align Canada and USA regulations and standards.

Fujitsu Trusted Identity-as-a-Service™

Our Trusted Identity-as-a-Service™ is one of the most secure and technologically advanced solutions available on the market today. Delivered on an 'as-a-service' basis it supports and secures Internet of Things and Machine-to-Machine communications.
Benefits include:

- Better user experience
- Scalable for IoT
- Unified platform to manage access
- Evolution of implementation
- Fewer risks
- Cost savings

Fujitsu Biometrics-as-a-Service

With Fujitsu Biometrics as a Service, a user's identity is their password. It's a multi-modal biometric solution that supports voice, face and (on-device) fingerprint verification and ensures secure storage of biometric information whether in the Cloud or on-premise.

Workplace Anywhere
A vision of the future

A workplace revolution is upon us. Employees accustomed to intuitive and simple digital technology in their personal lives, and keen to get things done, now want the same at work.

The public sector workplace is a complex environment, often equipped with legacy equipment and aging applications, and employees confined to desks with rising support costs. Traditional legacy systems are generally too hard and costly to modify, and are failing to meet the needs of citizens and employees.

The connected workplace, enhancing service delivery to improve citizen satisfaction

At Fujitsu, we believe that by giving your people a more responsive and connected workplace, you enable them to serve citizens more effectively, while maximizing productivity.

For a province in western Canada - employing over 30,000 people across multiple government departments and agencies - we reinvented the service desk process. Ministry by ministry we seamlessly completed the transition and now handle 13,500 requests per month. Using our lean methodology, we have increased the number of incidents resolved first time, boosting er satisfaction rates and reducing costs.

Teach, Inspire and Innovate with us

Teacher-led instruction is yielding to a more collaborative approach, encouraging greater interaction between students, instructors and the rest of the world.

School boards recognize that more modern Student Information Services (SIS) solution is needed that not only delivers reliable administrative functionality, but also advanced tools to engage parents, students, and teachers directly.

Connecting students to 21st Century learning experience

At Fujitsu, we are a trusted partner in education technology and deliver services that increase access and reliability, lower TCO and enhance security. Working with Follett's Aspen software, we deliver a solution capable of supporting the evolving requirements of any school district.

Fujitsu Student Information System-as-a-Service

We provide a modern, fully-managed service that allows school districts to provide K-12 education information to all key stakeholders. Designed to better engage parents and students by effectively communicating learning outcomes, our approach meets the need to replace an aging SIS with a Cloud-based modern platform that can adapt and grow with school districts as their needs change over time. Our service offers:

- Increased access and reliability
- Lower total cost of ownership
- Enhanced security and privacy
- High availability
- Disaster recovery protection
- Reduced capital outlay

In addition to SIS, our education service offering also includes:

- Strategy Implementation Services
- Application Managed Services
- IT Managed Services
- ERP System-as-a-Service
- Digital Record Management Services
- Enterprise Information Services
- Enterprise Identity / Access Management and SSO-as-a-Service

Why choose Fujitsu as your Public Sector Transformation Partner

In the digital age it is vital to select the right technologies and integrate them securely. Co-creating with a trusted technology partner ensures your smooth and cost-efficient journey to digital.

At Fujitsu, we have over 50 years of experience working with government agencies. Our human-centric approach to innovation helps public sector organizations to harness the power of technology to improve citizens' lives.

As a world-leading IT services and solutions provider, we are the right partner to support you on your digital journey. We deliver efficient and reliable solutions that make the most of restricted government budgets. We have experience transforming services while reducing operating costs in healthcare, education, policing, social services, environment, highways, finance, public safety, and defense.

We combine our renowned platform offerings with a full suite of onshore, nearshore and offshore system integration, outsourcing, and datacenter services covering applications, operations, infrastructure, customer service, and multi-vendor lifecycle services.

R&D investments of more than

$2 billion per year

IT Service

#1 in Japan

#5 globally

On site Services

180+ countries

A rich history

80 years of innovation

FORTUNE marked Fujitsu as "One of the World's Most Admired Companies" for a third consecuive year

100+ Data Centers

160 thousand employees

Global Service Desk

48 regions

30+ languages

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