

Maximizing
what's possible
with Fujitsu
and ServiceNow



shaping tomorrow with you



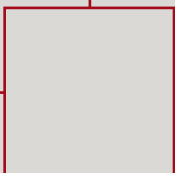
From complex processes to effortless experiences

To succeed today, organizations need to be able to create experiences that support and inspire both employees and customers and they need to do so in a fast-paced environment, where the one constant is change.

Digital technology was already allowing challengers to disrupt markets and grow the expectations of customers. The pandemic accelerated trends such as the shift to remote working, as organizations took steps to keep their people safe. The aim is now clear. To thrive, organizations will need to become more efficient and more agile than ever – to stay resilient, whatever the future brings.

But what's standing in the way? For many, it's the disjointed systems, built up over time, which create complexity at every turn. It's the poor processes that let inefficiency creep into everything from day-to-day operations to supporting your customers. The silos that get in the way of creating a single view across the organization to make effective decisions.

We have the experience and expertise to cut through the complexity and create solutions that meet your organization's needs. We combine our knowledge of ServiceNow and your business to help you to integrate systems and data, create smart digital workflows, deliver multi-channel options, or even develop low-code apps for your employees on the go.





To get the best out of ServiceNow, though, you need more than expertise in the Now Platform. You need the strategic vision to define your goals and design the right solution. You need the technical know-how to integrate the diverse systems that make your workflow efficient and your actions automated. You also need personalized support to get the best out of your solution tomorrow as well as today.

We can help you with the big picture and the small details, so you see value from your investment sooner. You can trust in our advice because it is grounded in our track record of successfully deploying ServiceNow for organizations like yours around the world.

And with our full range of support services, you can use ServiceNow to become a more responsive organization. One with the insight to make better decisions and provide the digital processes to give your people and your customers the best experiences.



The result – you can do things better and faster and adapt them more easily.

What do you want to achieve?

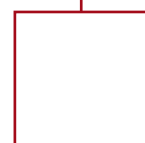


You might have been using ServiceNow to support IT for a while but want to get the most out of your investment.

Perhaps, you want to explore its other capabilities? Or are you looking to create a better employee and customer experience? The kind that will elevate your organization and reduce cost. Maybe you're looking to streamline business operations and increase revenue through a differentiated engagement with your customers?

More and more of our customers are coming to understand that ServiceNow can deliver these goals. It is more than just a service management platform; it can really differentiate how your business can provide value.

Here are some common challenges we hear from the organizations we work with.





1

Maximizing value from your ServiceNow investment

To make the most of your ServiceNow investment, you need the people who can match its ever-evolving capabilities with your organization's needs. But it can be hard to find and retain people with the right skill-sets and manage new projects at the same time as supporting your current services.

We have the skills to embed ServiceNow effectively in your organization. We look beyond the technical and focus on what is needed to achieve the outcomes you want. We start by understanding the "why" and "what"; putting our consultancy expertise into practice. Then, we provide unbiased technical and industry-specific guidance, enabled by effective business change. We use our wide-ranging expertise across technologies and platforms to implement, integrate and transform.

If you are looking for a business outcome that extends what you're currently able to do in the platform, our own ready-to-go solutions, or those from our partner network, can add value to projects quickly. And at the same time, we're just as comfortable tackling your most complex requirements to reengineer processes that underpin your business. Or, if you prefer, we can simply help you optimize your use of ServiceNow while you look to the future.

Once in place, it's also key to know that your ServiceNow platform will continue to deliver value. We can ensure your platform is always up-to-date, secure and optimized through our range of scalable managed services.



2

Creating a digitally-optimized enterprise with the Now Platform

The continuing pressure to reduce costs while improving employee engagement is not new. But the speed at which you need to deliver it is. And the complexity of doing so has also increased. Think of the new platforms, with their siloed toolsets, which create data gaps. The pressure to automate operations to free up people across your organization. The demand for insights when your data is not connected. The need to predict and prevent failures, and a workforce who just want the tools to do their job better. It is hard to get it right.

We'll show you how to reimagine ServiceNow as the platform to inspire every part of your business, by bringing together the information from all your systems, to create a single source of truth. From there, we can help you automate operations, connect your data to create insights and streamline workflows. You can deliver a personalized support experience for your employees, giving them access to the relevant data they need to make a difference. There's no more duplication of work or gaps in information, so you can start making better and quicker decisions. We can even help you use the Now platform to create your own low- or no-code apps to help your people work smarter and digitize your business.

In this way, Fujitsu and ServiceNow truly transform how you work.

3

Creating connected digital workflows

One of the key ways that organizations can differentiate themselves today is by giving their employees and customers a superior experience. In order to do so, they need to digitize their processes and look for ways to improve them through automation. This can help to reduce costs and grow revenue.

We can help you to achieve the connected digital workflows that make you stand out.



IT workflows

IT workflows – scale and connect IT service and operations while reducing costs

IT leaders have been at the heart of their organizations' responses to our unpredictable times – helping them to adapt and become more resilient.

Now, there's the opportunity to build on this new-found agility and transform how your organization operates. But to do so, you need to overcome the mix of legacy systems, cloud platforms and enterprise applications – many with their own management ecosystem – that complicates managing your estate.

We can help you to use ServiceNow to make the complex simple. With deep knowledge across the technical landscape, we are ideally placed to streamline operations across your whole enterprise. So, you have the visibility you need to manage your IT estate effectively.

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

There is now more pressure than ever on IT to deliver the experiences employees are used to as consumers. We understand how to design and deliver services and processes that feel faultless, so your people are free to focus on adding value where it matters.

Employee workflows – create consumer-style experiences that span across internal silos

The more engaged your staff are, the more productive and creative they will be. This is why creating better experiences for your employees is so important.

With streamlined processes and connected services, you can adopt new ways of working and support different working styles, while safeguarding the wellbeing of your people. And by automating mundane tasks, you free their time to focus on work that is more fulfilling. From making the right first impression during the onboarding process, to celebrating career milestones, to supporting your teams in their daily work, engagement should be consistent, easy and efficient. Your employees want support when, where and how they need it. And not just from IT; from every part of your organization, back office to front. We can help you to deliver experiences that drive engagement at every stage.

At Fujitsu, we are market leaders in developing and supporting modern workspaces. Our vision of the Work Life Shift helps organizations to create a more resilient and adaptive workforce. Removing barriers and supporting new ways of working will enable your people to stay connected wherever they are, both through technology and by embedding cultural change.

By combining our human-centric approach with our technical understanding of ServiceNow, we can make sure your people have what they need, when they need it. So, everything feels effortless – no matter how many departments are involved.

The result is the basis for a secure, productive and engaged workforce.





Customer workflows

Customer workflows – create experiences that drive loyalty

For an organization to thrive today, it needs to create the great experiences that customers are looking for. Meeting their expectations of quick and efficient interactions that are easy and intuitive.

Behind the scenes, this means automated workflows, timely notifications, choice of support channels and always-available services. But that's only possible when you connect processes and teams across your business, and if you empower your people to deliver exceptional service.

We help you connect the dots between siloed systems, information and teams to drive efficiencies in your operations, digitize your processes and create insights. We start by taking the time to understand your business, calling on our sector experts, so we can create the customer solutions that create better, faster experiences.

This might mean using AI to automate your response to the most common questions. It might mean helping customers to help themselves, through self-service. It could be the omni-channel service that lets customers interact with you the way that they prefer. Or, it could mean tracking orders so you can get deliveries back on track before the customer even knows there's a problem. Whatever solution's right for your business, we'll help you create experiences that keep customers coming back.



Achieve best practice in your industry



Retail



Manufacturing



Financial services



Public sector

It's been a time of great disruption across sectors. From moving to a distributed workforce, virtually overnight, to coping with the closures and reopening of premises, the pandemic has tested everyone. However, recent events have also shown us how organizations are able to adapt at pace.

To create the digital experiences that make a difference, you need both industry and technical expertise. That's Fujitsu. Our industry experts have worked in your market so they understand common challenges and how to get results. Our teams understand your business so they can suggest solutions that help you do more. It means you can work closely with specialists who speak your language – to get to more effective solutions. By aligning this industry insight with our technical ability, we can give you clear strategic advice, and turn it into a practical solution through ServiceNow.



Retail

Achieve joined-up processes and seamless experiences

From the office, to the shop floor, to the warehouse, we can help you to integrate your systems, processes, and people. This makes it possible to enhance the efficiency of your operations. But it also frees you to empower every employee with the data and insights to make fast decisions – in the moments that matter.

By delivering a connected retail experience, you can create the experiences that build a loyal customer base.

»The project timescale was significantly reduced, and Fujitsu was capable of understanding the requirements and ensuring efficient, rapid and successful implementation within a complex context.«

**Vice President of Information Technology,
Retail sector**





Manufacturing

Insight driven innovation for a more adaptable future

Simplify even the most complex operations. We can help you to reach new levels of visibility and efficiency across your business and your supply chain. Beyond working more productively, this can help you to stay secure and stay agile. So, you can adapt to new demands.

It's the path to leaner, smarter, more resilient manufacturing.

»Fujitsu's proposal was based on our data and provided insights into our current condition that impressed the team. It was clear that Fujitsu had a deep understanding of the manufacturing industry, which was the cultural fit we were looking for but didn't know if we could find.«

Edward Portolese,
CIO, Howmet





Financial services

Driving a trusted future

Innovate at pace, while staying compliant. We use our extensive understanding of your sector to help you create a unified, secure, and engaging customer and employee experience through fully-digitized services.

We can support you to take your institution into the future. Where you can challenge the challengers – without sacrificing the trustworthy reputation you've worked so hard to build.

»Fujitsu came with a lot of specialised knowledge, mapped out the processes and quickly determined what could be achieved within our budget and timeframe.«

Head of IT,
Retail bank





Public sector

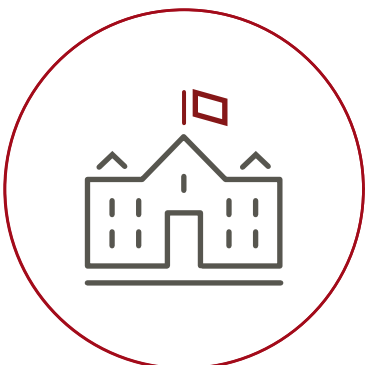
Creating a connected society

We have the technical expertise to help you give citizens frictionless access to the information and services they need. And we have the sector understanding to do so in a secure and cost-effective way.

With our support, you can transform your operations to provide more efficient and more effective public services. So, you can create the digital solutions to drive transparency and engage citizens with the kind of experiences they expect as consumers.

»Fujitsu's team took the time to understand our desired outcomes and objectives, and was able to smoothly deploy a ServiceNow environment that supports our whole organization... The team continues to support us to maintain, develop, and manage our platform so it is always fit for purpose.«

Ari Hirvonen,
Chief Digital Officer, University of Jyväskylä



Our services



As you would expect from one of ServiceNow's top global partners, we have the full complement of services required to deliver the outcomes our customers expect. Available across the world, we give you the vision and skills to unlock the potential of ServiceNow.

Consulting

When it comes to transforming your organization, you need a consultative approach that is tailored to your needs and the needs of your workforce. Whatever level of advice you require, we have the people who can help you successfully transform. Through an outcome-based approach that embraces design thinking, we're able to deliver immediate value to you.

Our guidance is unbiased, steeped in experience and can extend from technical to industry-specific. We work with your people to gain a clear understanding of what they need and deliver to your requirements. And to ensure your projects are successful, we can also help you embed new ways of working in your culture too.



Implementation

Avoid pitfalls and return value fast. Whether you need additional expertise or are looking to transform your business, we have the skills and experience across the Now Platform to help you realize your goals. With techniques including automated deployment and testing, security and risk assessment, and upgrade compatibility reviews, our services help you implement, upgrade, optimize and build on your investment.

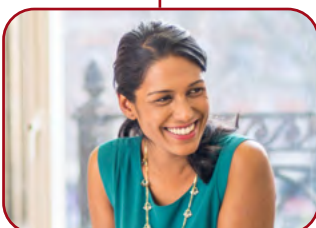
Working with your team and aligning to your development approach, we will inspire confidence at every step – so, you can see (and prove) progress.



Integration

Behind every effective process is a collection of data, systems and actions. They range from the simple to the complex, but they all need to be effective to drive real value.

We have the expertise to connect your enterprise with ServiceNow, the experience to break down complexity, and a rich ecosystem of partners to deliver your outcomes fast.



Business Process Transformation

Want to digitize a business process but not sure of the best way to do it with the ServiceNow product suite? Need to digitize a process that ServiceNow doesn't cover at the moment? ServiceNow has a wide range of products and an ever-increasing set of capabilities to drive efficient workflows for your business, but it doesn't cover everything out of the box. And that is where the capabilities of the NOW Platform come in.

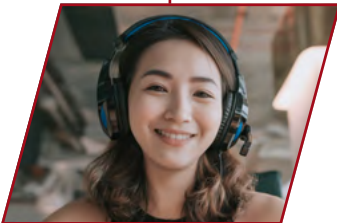
As a leading partner in development, we can build business- and industry-specific workflows and solutions to complement the services already available. Delivering the end-to-end business processes you need to make your transformation successful.



Managed Services

Is the day-to-day management of ServiceNow taking up too much of your engineers' valuable time? For busy organizations who want to focus on transformation activities or simply don't have the right skillsets, our managed services are the answer. Whether you need us to support the core platform or bespoke workflows and applications, ensuring they are optimized and available is a key part of the employee and customer experience.

Our flexible managed services include the level of automation, monitoring, and support you would expect from a service provider. But we also offer proactive services such as optimization of workflows, continual change services, upgrade assurance, and security assessments to ensure you continue to drive value from the services. Talk to us about ongoing support that suits your needs and scale it up, as and when you need more help with your platform.



App Factory

Have you identified a business solution that would enhance your organization but not sure how to build it? ServiceNow App Engine has been designed to help organizations reimagine every process as a digital workflow, through workflow apps that work the way your employees work. Take your workflows to the next level and create solutions with great user interfaces that your employees and customers will love to use.

Our App Factory team has the knowledge to create these low-code, pro-code solutions to meet your demands and ensure they stay relevant as your business evolves. Our own set of solutions have been built this way, so we can use this experience to do it for you too. Plus, we don't just develop apps; we can help you to keep them optimized and enhance them over time so they keep delivering value – and at the same low cost it took to build them.

Training

Our certified ServiceNow instructors design training around you, transferring as much know-how as possible to your people. So, whether you need remote classroom training, 'how to' guides, or support for your in-house champions, our focus is on you getting the most from ServiceNow tomorrow as well as today.

Licenses

As an authorized reseller of ServiceNow, we can help you to identify the right solution for your organization.





Good reasons to talk to Fujitsu about ServiceNow

Investment must lead to value. If you're already using ServiceNow, we can help you maximize its impact. And if you're currently considering a new investment, we'll work with you to unlock its innovative potential.

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

Delivering value consistently and powerfully requires a clear vision of what technology can do. But that has to be allied to the pragmatism and skills to connect all the moving parts of your organization. This powerful 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.

Whether digitizing the business processes that underpin your organization, transforming the experiences you provide to your customers, or simply helping you manage the ever-evolving Now Platform, our focus is to help you achieve your objectives.

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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