



FUJITSU

# Customer Success Stories



Fujitsu UK ServiceNow



HMRC Trader Support Service

**4 months to deliver a service to support 45,000 traders**



Following the UK's EU exit, keeping goods moving from Great Britain to Northern Ireland was a top priority. Fujitsu led a consortium of experts to make it happen.

## Keeping trade open with ServiceNow

### Challenge

A hard deadline, a tight timeline and the eyes of the country watching. Harnessing the Now Platform to establish a brand new, cutting-edge digital service with automated customs checks.

### Solution

ServiceNow IT Service Management with Case Management. Detailed mapping of Trader Journeys to build technical specification. Agile methodology delivered in sprints.

### Outcomes

- Automated workflows for complex goods movements
- 3 Million transactions per month
- API Solution facilitating traders to submit in bulk
- Continuous releases to support additional Trader journeys



[Read the full story](#)

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Centrica

## Building a future-proof ServiceNow environment



**“Fujitsu’s expertise and strategic partnership allowed us to collaborate and build a simplified platform, enabling future success.”**

Raj Oza, Head of ITSM, Centrica

### Rebuilding the Now™ Platform for lower costs at Centrica

#### Challenge

Rebuild a complex ServiceNow deployment, which was time-consuming and expensive to manage. The Now™ platform had become challenging to upgrade and required development skills.

#### Solution

Fujitsu, reimagined and rebuilt an entirely fresh and streamlined ServiceNow IT Service Management platform. The new platform utilizes a wide spectrum of ServiceNow capabilities.

#### Outcomes

- Reduced change request approval time from several days to four hours
- Reduced costs through simplified management and maintenance
- Completed upgrades in days rather than months
- Improved visibility due to ease of tracking, reporting, and logging activity

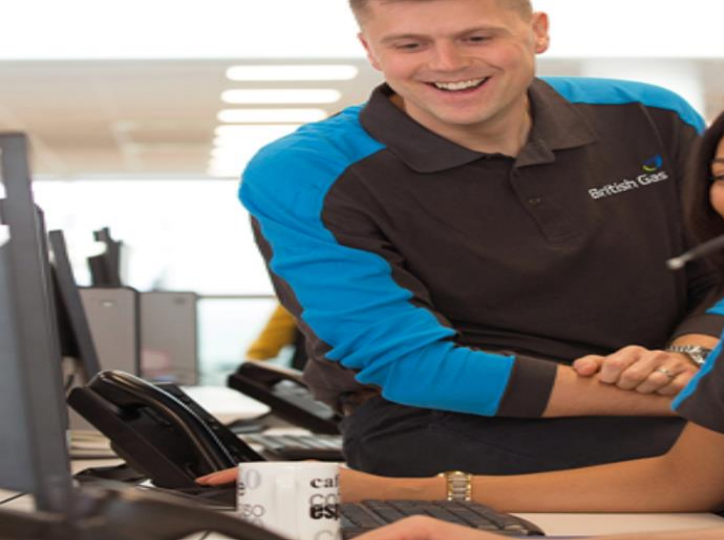


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Centrica

**£100k+**  
**saved on resource**  
**costs annually**



**“Fujitsu is constantly working to drive process improvements. The team brings lots of passion and great ideas.”**

Emma Cawthray, IS Operational Delivery Director, Centrica plc

## ServiceNow Virtual Agent improves productivity

### Challenge

Keeping the Centrica contact centre up and running became more challenging when the pandemic hit. It wanted to ensure that colleagues working from home were able to get the support they needed.

### Solution

Fujitsu demonstrated an automated virtual assistant and suggested use cases for its adoption. Combining the virtual assistant Buddy with Alluvio Aternity automated proactive self-healing brought added value.

### Outcomes

- Cut resolution times for straightforward IT issues by 80%
- Gave Centrica employees back an average of 200 person-days a month
- Cut costs and delivered a >300% return on investment



[Read the full story](#)

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**centrica**

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Government regulatory body

## IT policy exception and risk reporting in real time



**“We’ve gone from a very manual and laborious process, to one that is user-friendly and fully auditable. It was a pleasure working with Fujitsu, they made it seem easy!”**

Manager Strategy Governance and Capability – Cyber and Information Resilience

### Reducing cost and risk through IT compliance with ServiceNow

#### Challenge

The IT policy exceptions process was manual, laborious and exposed the organisation to errors and security risks. Compliance reporting on exception requests was difficult and slow.

#### Solution

Fujitsu used the ServiceNow App Engine to build a ‘custom app’ to manage the end-to-end policy exception process within the Now Platform. Close customer collaboration meant requirements were defined and captured quickly and refined through the UAT process.

#### Outcomes

- Reduced security risk by truly being able to report on risks from IT Policy exceptions and view exposure in real-time
- Better, faster and more reliable service employee experience because the IT team has reduced the backlog through a more efficient process



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UK government regulatory body

## CMDB overhaul improves IT service to employees



**“Fujitsu’s guidance on setting up governance, agile delivery, strategic planning and roadmap brought credibility for our ServiceNow team and platform.”**

Product Owner – ServiceNow, UK government regulatory body

### Improving service health through alignment with CDSM 4.0

#### Challenge

The team had a fragmented view of the IT landscape which was leading to Regulatory compliance issues along with expensive platform and operations management. The CMDB was inaccurate, with no standard data model and limited governance.

#### Solution

A detailed CMDB assessment and readiness for CSDM 4.0 including a roadmap for migration. Data sources were assessed and optimised. Discovery was reconfigured to ensure accurate data collection. Active participation in setting up CMDB governance.

#### Outcomes

- Faster problem resolution and effective change management enabled by accurate and structured data in CMDB
- Improved service health and knowledge led to better service delivery and employee experience
- Reduced MTTR and faster strategic analysis and decision making has improved agility and efficiency



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Pro | ITOM Visibility | HRSD |



Whitbread

## Self-service IT support to efficiently handle growth



**“The project team worked highly collaboratively to achieve the desired outcomes, resulting in a seamless transition to go live.”**

Rajeet Nair, Head of Technology Operations, Whitbread Group Plc

### Rethinking the Now™ Platform for scale

#### Challenge

Customisations and complexity in the platform prevented service optimisation and made it difficult to roll out upgrades and take advantage of new features that would help the system to scale and improve user experience.

#### Solution

Fujitsu simplified the configuration and brought it in line best practices. In a second phase Virtual Agent with live chat integration between ServiceNow, AWS and Microsoft Teams was rolled out to enable self-service IT support.

#### Outcomes

- Self-service reduced the 'cost to serve' IT support cases and enabled the team to continue delivering great employee experience at scale
- Accurate, real-time reporting on incidents and KPIs enables more proactive management of the service and better utilisation of resources
- Removal of technical debt enables easier adoption of ServiceNow upgrades to help drive future innovation



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WHITBREAD



Cabinet Office

**Accelerating  
20,000+ employee  
transfers per year**



**“Fujitsu's willingness to help us grow and improve the service to make it the best it can be for our customers is invaluable.”**

Claire Comerford, Delivery Manager, OneData Programme, Cabinet Office

## Streamlining HR processes with ServiceNow

### Challenge

Transferring civil servants between government departments took longer than it should. Offline spreadsheets and emails resulted in a poor experience for transferees and managers, with long transfer times, lack of visibility for transferees, payroll and annual leave issues.

### Solution

Using ServiceNow IT Service Management and HR Service Delivery workflows, Fujitsu streamlined the staff transfers processes to deliver a better user experience, that is more inclusive and accessible, on a digitised platform.

### Outcomes

- Reduction in time taken to transfer employees and increase in efficiency of the process
- Improved employee experience making the service more effective and inclusive
- Reduction in payment errors experienced by civil servants



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Cabinet Office

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# Get in touch

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If you want to know more about  
our ServiceNow services we'd  
love to hear from you:  
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