Fujitsu uvance

FUJITSU

Trusted Society

Supporting thriving and sustainable communities

Contents

Promoting a Trusted Society: addressing today's challenges

As global societies continue to evolve, they are faced with complex challenges, including the impacts of climate change, the growth of urban populations, and the requirement for safe and secure public services.

Addressing these challenges is critical to ensuring a brighter future for our planet, cities, and their inhabitants. This is the foundation for Fujitsu Uvance to focus on when achieving sustainability transformation and delivering positive social impact.

Trusted Society is a comprehensive vision for a resilient and sustainable society where individuals can thrive and prosper. To bring this idea to life, Fujitsu is working with countries, governments, citizens, and business partners to develop solutions that address societal challenges in four key areas:

- **Government Digital Transformation (DX)**
- **Public Services, Safety and Security**
- **Sustainable Transportation**
- **Sustainable Energy and Environment**

In this eBook, we share our insight on how decision makers across these four areas can support better outcomes for individuals and their communities. All by driving economic growth and promoting a better quality of life for citizens, as well as bringing about positive change for the natural environment.

Building a vibrant and sustainable society

A Trusted Society is one in which everyone can live in comfort and safety. To achieve this, it is essential to consider urban development from an environmental perspective that includes cities and people living in them. And to work towards transforming into a carbon-neutral and resilient society while creating abundance for all. Fujitsu aims to play a key role in this transformation by creating an environment-first, resilient society that connects people, communities, organizations, services, goods, and data.

We do this across three key areas:

Sustainable environment

Sustainable economic growth

Sustainable wellbeing

Sustainable environment

Transforming the way our communities are built, monitored, and navigated is crucial for realizing a sustainable environment. To this end, Fujitsu supports efforts at all levels to create carbon-neutral cities and drive action around protecting critical resources and the environment, as well as the creation of carbon-neutral transport.

Sustainable economic growth

For businesses to thrive, it is necessary to create the right conditions for economic growth. Fujitsu provides services to governments around the world to support more efficient policy-making that promotes innovation. And help organizations implement smart transport solutions that optimize efficiency.

Sustainable wellbeing

The wellbeing of individuals is directly linked to a society's ability to create prosperity and inclusion for all. With this ambition in mind, Fujitsu is dedicated to improving accessibility, inclusion, and safety in our society, and to delivering improved outcomes for citizens. By collaborating with key partners and leveraging innovative technologies, we strive to build a vibrant and sustainable society in which people can live in peace and prosperity.

Observing trends

The world is constantly evolving and changing, and so too are the needs and expectations of our society. The development of a Trusted Society requires us to consider various macro trends affecting our work, such as political instability, scarcity of resources, natural disasters, the impact of COVID-19 and the Ukraine war, climate change, and population aging. These trends are shaping the way we think about urban development and the creation of a carbon-neutral and resilient society.

Ever-growing citizen expectations

With the advancement of technology and the increasing accessibility of digital services, citizens are now expecting the same level of service and convenience from public services as they receive from the private sector. This is leading to increased pressure on public services to adapt and improve their digital offerings, with a focus on increased communication and collaboration with citizens.

Doing more with less

With budgetary pressure and the need to deliver high-quality services, the global public sector is looking for innovative ways to become more efficient and effective. This is not only influenced by trying to meet citizens' growing expectations; authorities are trying to cope with societal changes such as an increase in crime and displacement of people. This all adds to the demand on public services.

Carbon neutral cities

Climate change is one of the most pressing global issues of our time, and cities are at the forefront of efforts to tackle this challenge. For example, The Carbon Neutral Cities Alliance (CNCA) is a collaboration of 21 leading cities from around the world, working towards achieving carbon neutrality within the next 10-20 years. The goals set by the CNCA are some of the most aggressive greenhouse gas reduction targets ever undertaken. Along with the EU Commission 'Green Deal', UN Net Zero Coalition, and others, these are clear examples of the drive and commitment to create a more sustainable future.

Data trust and security

The use of data is becoming increasingly important for public services, but it is also becoming increasingly complex. Persuading citizens to trust governments to use their data to deliver digital public services is no simple task. It requires a deep understanding of the importance of data quality, effectiveness, resilience, and integrity. That's why data legislation and regulations such as the GDPR, European Data Act, and NIS II Cybersecurity are increasing around the world. These measures are helping governments to adapt to the above challenges.

Harnessing technology: key recommendations

To build a vibrant and sustainable society, technology can help in many areas. Here are a few considerations that our experts highlight.
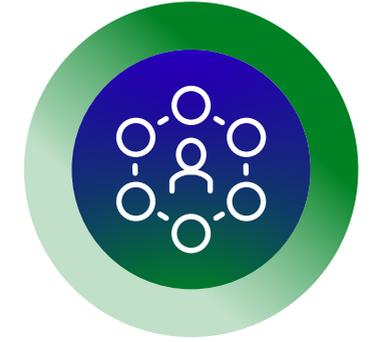
Connect the frontline worker

Connecting frontline workers is crucial to drive efficiency, safety, and effective public services. Frontline workers play a crucial role in the public sector, and they need to be equipped with the right digital tools and technology to perform their duties effectively. Connectivity allows them to focus on serving the public and reduces the burden of administrative work, while improving safety and efficiency.

An important issue for our customers is improving the efficiency of communication and collaboration for workers directly serving the public. By extending connectivity and edge capability to front line workers we can enable greater efficiency, effectiveness and safety in the field via mobility devices with back-end software. "

Imran Aziz,
Head of Trusted Society Sales and Public Services,
Safety and Security.

Harnessing technology: key recommendations

Improve citizen experience

At present, citizens across many countries experience fragmented public services, requiring different forms of identity and verification to access the services they need. This includes tasks such as proving the right to work and the right to government benefits, as well as renewing documentation like passports and driving licenses. Furthermore, the disjointed nature of these services poses risks from a data security perspective as information is shared and duplicated between service providers.

To meet the high expectations of citizens and improve the security of their data, governments need to move towards a single, trusted source of citizen identity. This can improve efficiency, experience, and security for citizens. Using blockchain-based solutions, governments and other authorities can provide a single verified source of truth that allows citizens to access services more easily and securely. This provides citizens with control over their own data in a personal digital wallet, enabling them to choose what data they share and empowering them.

In both the physical and digital worlds, citizens are expecting more from government. The question is how we can better connect interactions and data across departments, enabling digital services that deliver better outcomes for citizens. **"**

Cathy McCann,
Head of Trusted Society Business

There are still many areas and communities, even in developed world countries, that don't have digital access, including today's necessities like smartphones or high-speed internet. So, a focus area for governments and public services is how we improve digital inclusion and create a better citizen experience. **"**

Nick Herbert,
Head of Government Digital Transformation.

Harnessing technology: key recommendations

Protect the atmosphere by managing EV charging emissions

Understanding and managing the emissions from electric vehicle (EV) charging is critical to reaching carbon neutrality in the transport and energy industries. Fleet operators in Europe are increasingly turning to EVs to achieve this, but the reduction of CO_2 emissions from EV charging remains a challenge.

Fujitsu's Fleet Optimization solution, in cooperation with WBCSD, Arcadis, and National Grid, has revealed that charging delivery vehicles during periods with ample green power supply can reduce CO_2 emissions from EV charging by 15%. This provides a strategy for the energy and transportation industries to contribute to the realization of carbon neutrality.

Sustainable Transportation relies on the transformation of many services within the transport and logistic supply chain. In the world of climate change and uncertainty, there is a global recognition that making transport carbon neutral, logistical supply chains resilient, and doing more with less while improving customer experience is imperative. And that extends to delivering the right products, services, and partner eco-system that help customers and society deliver a sustainable environment we can all live in. "

**Ashley Kerly,
Head of Sustainable Transportation.**

Supporting a sustainable future with Fujitsu Uvance

Fujitsu Uvance is commited to developing innovative solutions that address business challenges and solve societal issues.

Fujitsu Uvance enables organizations to connect with one another, harness their strengths, and drive positive change. It emphasizes Fujitsu's commitment to sustainability transformation, which is ingrained in our own DNA. Fujitsu believes that when transformation is approached in a sustainable, strategic way, it doesn't just benefit the bottom line, it also makes a positive environmental, societal, and economic impact. It's a way for organizations to make sure that their priorities are aligned with their sustainability goals to create a more inclusive, prosperous world.

There are four pillars that are key to building a Trusted Society, each of which addresses a customer pain point and leverages our technology expertise to deliver real impact.

Government DX

Public Services, Safety, and Security

Fujitsu's four pillars for strong, sustainable societies

Sustainable Transportation

Sustainable Energy and Environment

Government DX

Governments need to transform their services to meet the changing needs of citizens, businesses, and wider society. Fujitsu Uvance Trusted Society's Government DX solutions help governments to deliver modern, optimized services that use data more effectively to make decisions.
So, we are addressing pain points in three key areas:

- **Optimizing organizations' workforces:** We help governments to equip their workforces with real-time work instructions and allocations through our Connected Frontline Worker offering, enabled by Trust-as-a-Service (TaaS) technologies.

- **Integrating processes across organizations:** We help securely and quickly connect data across organizations using Blockchain technology.

- **Effectively using data to make decisions:** We help connect and visualize siloed data across organizations to support decision making using Digital Twin technologies.

Our Government DX solutions support:

A more **sustainable environment** through visualizing the environmental impact on cities and promoting transparency through open government data.

Sustainable wellbeing through digital inclusion initiatives and cross-government data sharing.

Sustainable economic growth through more efficient government services, improved policy making, fraud detection, and access to datasets that support innovation.

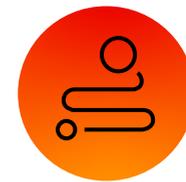# Public Services, Safety, and Security

Creating communities that are safe, inclusive, and connected is a challenge facing governments and communities around the world. Fujitsu Uvance Trusted Society's solution to this challenge is focused on four areas:

- **Real-time public safety and security monitoring:** We use Biometric Identification and Human Sensing technologies such as Actlyzer to provide real-time public safety and security monitoring.

- **Improving accessibility for citizens:** We provide one-stop public services that bridge the digital divide through our partner's Geographic Information technology and our Digital Identity technology.

- **Including citizens in shaping policy:** We leverage Matching AI and Social Digital Twin technologies to include citizens in shaping policy.

- **Optimal control in disaster or emergency:** We enable cities to simulate and plan for disasters or emergencies with City Control Center, powered by Social Digital Twin, to monitor, predict, and respond to extreme weather events.

Our solutions help create safe, inclusive, and connected communities and contribute to **sustainable wellbeing** and **sustainable economic growth**.

Sustainable Transportation

Improving the sustainability, efficiency, and effectiveness of transportation for goods and people is essential for a prosperous and fair society. Fujitsu Uvance Trusted Society's solution to this challenge is focused on three key areas:

- **Creating smooth and safe transport:** We provide hands-free, multi-modal token to travel solutions supported by Mobility-as-a-Service (MaaS) technology. We also provide hospitality transport services that create a smoother, safer, informative, and transparent customer experience.

- **Carbon-neutral transportation:** We help customers reduce their carbon footprint through our last-mile logistics offerings, delivered using our and partner technologies which focus on transitioning and optimizing fleets.

- **Resilient and sustainable transport networks:** We help establish resilient and sustainable transport networks through our digital supply chain offering, which uses Digital Twin and quantum-inspired technologies to drive better insights into the chain and optimize transport.

Through our sustainability transformation solutions, we help customers and society to contribute to a **sustainable environment** through the realization of carbon-neutral transportation and **sustainable economic growth** using smart transportation and last-mile logistics. Our solutions also contribute to **sustainable wellbeing** through smoother, safer, and low GHG optimized transportation.

Sustainable Energy and Environment

In the face of climate change and the pressing need for a sustainable future, promoting green energy and a low carbon society has become a major concern. However, the challenge of understanding the impact of current ways of living and protecting existing resources remains a significant roadblock. Fujitsu recognizes the importance of addressing this issue and, through Fujitsu Uvance Trusted Society, we are committed to providing innovative solutions that support a more sustainable future. We help to promote sustainable energy and a low carbon society in two key areas:

- **Efficient energy supply and resilience:** We help customers improve the efficiency of energy supply and ensure resilience with our Utility Asset Management and Carbon Neutral City Management solutions. Our AI Visual Analyzer and Asset Management technologies provide real-time visualization of utilities, allowing for greater efficiency and reduced energy consumption. This helps to support a more sustainable energy supply and ensure the resilience of vital infrastructure.

- **Low carbon society services:** We are committed to promoting a low carbon society through the application of Blockchain and Social Digital Twin technologies. Our services help to reduce the carbon footprint of individuals and organizations, while also providing greater transparency and accountability. These efforts contribute to a more sustainable future and support the goal of a low carbon society.

- **Intelligent building energy management:** Using Digital Twin technology, we are helping Facilities Managers reduce energy bills and CO_2 emissions from their building and campus's. Our platform links together all of the different data sources within a building for easy-to-view, actionable intelligence. And with an AI back-end, we automate a lot of the processes, saving between 10 and 15% of energy.

Our innovative Sustainable Energy and Environment technologies and solutions help promote wellbeing, green energy, and a low carbon society, while ensuring the protection of precious resources.

Bringing Trusted Society to life: real-world examples
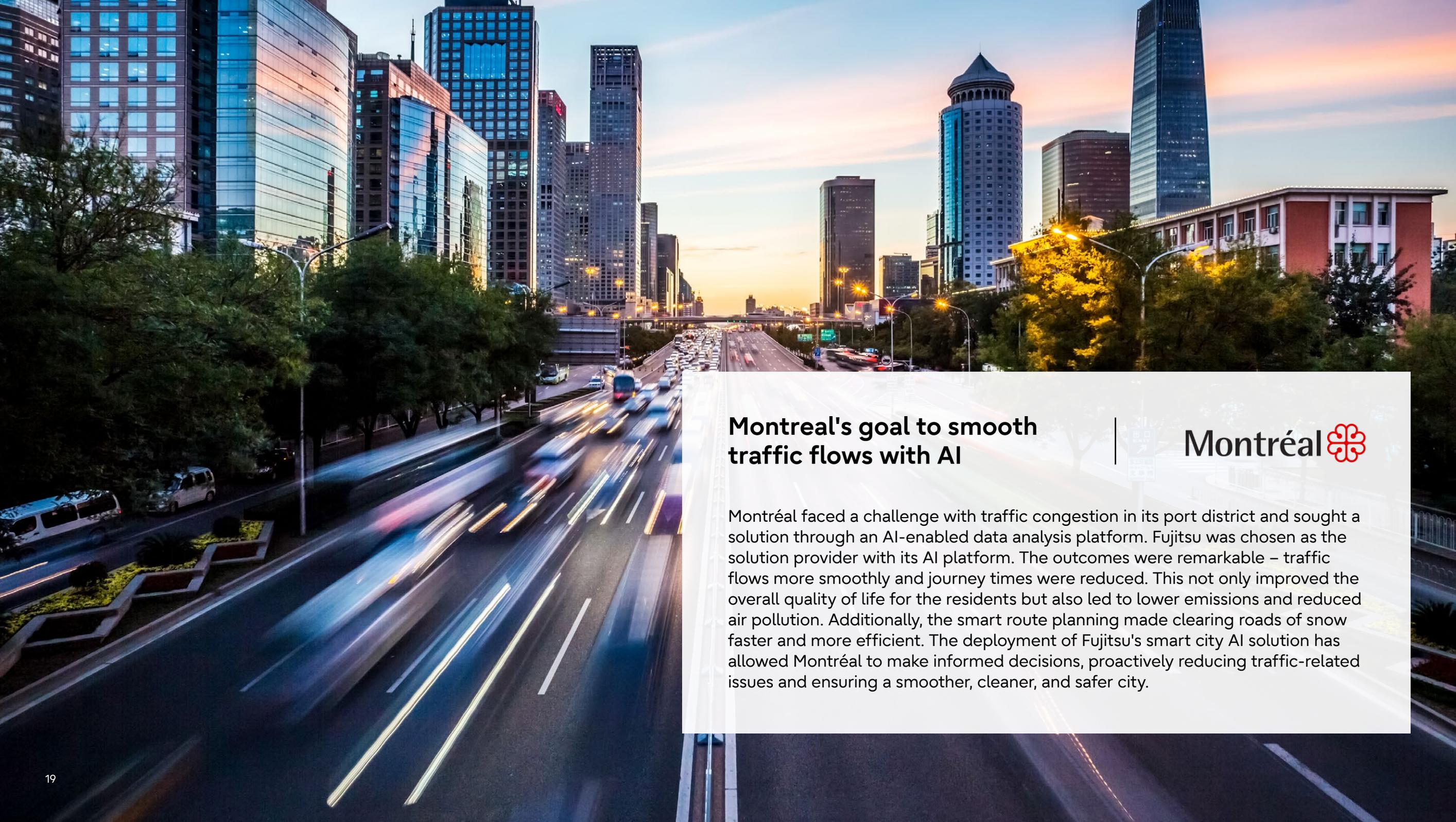
DigiHelsinki Oy's creation of a digital city

Helsinki

DigiHelsinki Oy was created to help Helsinki become the most functional and attractive city in the world. With Fujitsu as its main partner, the company aimed to centralize all infrastructure and basic IT services to better serve residents and employees. To overcome the challenge of legacy systems and siloed IT solutions, we provided a robust, unified, and secure technology base. The outcomes were impressive; digitized city-based infrastructure and expanded IT services expanded, resulting in positive operational support services from month one. The launch of DigiHelsinki in 2023 helped the city achieve its goal of becoming carbon-neutral by 2030, five years ahead of schedule.

Botanical Water Technologies' goal to deliver a new source of water

BOTANICAL WATER TECHNOLOGIES

Botanical Water Technologies (BWT) wanted to create a secure trading platform for sustainable water using Blockchain technology. Fujitsu was chosen as a partner due to our expertise and sustainability culture. The solution was the FUJITSU Track and Trust service, which ensured end-to-end transparency and traceability of processes. The outcomes were significant: the Blockchain platform enabled secure trading of sustainable water, with total visibility of refinement, sales, purchase, delivery, and usage. Real-time views of production, including weighbridges, pumps, and monitoring also allowed for a more efficient and sustainable system. Our collaboration is a step towards a greener and more secure future.

Montreal's goal to smooth traffic flows with AI

Montréal

Montréal faced a challenge with traffic congestion in its port district and sought a solution through an AI-enabled data analysis platform. Fujitsu was chosen as the solution provider with its AI platform. The outcomes were remarkable – traffic flows more smoothly and journey times were reduced. This not only improved the overall quality of life for the residents but also led to lower emissions and reduced air pollution. Additionally, the smart route planning made clearing roads of snow faster and more efficient. The deployment of Fujitsu's smart city AI solution has allowed Montréal to make informed decisions, proactively reducing traffic-related issues and ensuring a smoother, cleaner, and safer city.

Creating a better society for all

Fujitsu's Trusted Society is a vision for a better future in which people can live in peace and prosperity, while considering the global environment. Through the implementation of innovative technology solutions, Fujitsu is working to solve societal challenges in areas that are critical to the security, sustainability, and growth of modern societies.

By collaborating with governments, public sector organizations and partners, Fujitsu is shaping a sustainable and resilient society for everyone. With the goal of creating a better future for all, a Trusted Society is a vision worth pursuing.

Fujitsu
uvance

FUJITSU

Learn more about how Fujitsu Uvance can address business and societal challenges on <u>our website</u>

> Or email us at <u>askfujitsu@fujitsu.com</u> to be put in touch with one of our experts.