



Fujitsu Limited

ServiceNow IT Service Management (ITSM) to improve operational efficiency



Fujitsu Limited continues to work on its own Digital Transformation (DX). This is in-line with the company's mission to make the world more sustainable by building trust in society through innovation. As part of Fujitsu DX, an overhaul of IT service management in internal IT systems was needed to centralize operations. ServiceNow IT Service Management (ITSM) was implemented as a single service desk that supports over 500 systems through standardizing operations. Fujitsu reformed disorganized service desks and improved Employee Satisfaction (ES) by introducing ServiceNow ITSM.

Challenge

With each department in charge of planning, building, and operations of their respective in-house systems, internal IT measures lack centrality and cohesion. As a result, service desk systems are scattered, reducing efficiency, the quality of user support and experience.

Solution

Aligned to the Fujitsu Digital Transformation (DX) goals, ServiceNow IT Service Management was implemented, to streamline service desks in over 500 systems to standardize operations.

Outcomes

- Consolidation of service desk systems, building a shared knowledge repository and standardizing operations throughout Fujitsu
- Improved user experience with integrated user support
- Reduction of incident resolution time by 40%.

“By standardization and optimization of operations through consolidating operational support and standardizing with ServiceNow ITSM, it has enabled skills transfer for maintenance and operation staff, which reduces the time to resolve incidents by 40%, improving operational efficiency and user convenience.”

Toshio Ima, Senior Director, Digital System Platform Unit, Cloud Services Division

Industry:
IT Services

People:
124,200

Location:
Tokyo, Japan

Website:
fujitsu.com/global/

About the customer

Fujitsu is the leading Japanese global information and communication technology company, offering a wide range of technology products, solutions and services. It builds new possibilities by connecting people, technology and ideas, creating a more sustainable world where anyone can advance their dreams.



40%

**reduction in incident
resolution time**

Over 500 IT systems were being supported across these discrete support teams

For many years, Fujitsu has been planning, building, operating, and maintaining applications (business systems, shared services) and internal IT infrastructure individually. The number of target siloed systems for a single division surpassed 500.

Additionally, IT support know-how was dependent on individual skills. This created further challenges due to the discontinuation of skill transfer due to the retirement of experienced employees, and the increase in operation and maintenance costs due to multiple service desks existing in each department.

As Toshio Ima confirms, "As internal IT support operations are expected to become even more complex in the future, we felt it was necessary to reform our operations based on IT Service Management (ITSM) to resolve these issues."

Standardization and optimization of inquiry systems

ServiceNow ITSM was chosen after considering multiple options. Selection criteria included: consideration for the user's perspective, reduction of operational load, transfer of skills of maintenance and operation personnel, and reduction of complicated tasks.

The ServiceNow ITSM platform was selected as it aligns with the Fujitsu cloud-first policy, enabling deployment of a single system to be used globally. "In addition, by utilizing ServiceNow ITSM's workflows and features, which are based on ITSM best practices, including Information Technology Infrastructure Library (ITIL), we recognized that we could deliver state-of-the-art standardized IT support globally," Toshio Ima explains.

40% reduction in problem resolution time

Prior to ServiceNow ITSM implementation, support and troubleshooting were mainly requested by email, which took time and required several rounds of communication from inquiry to resolution, or in some cases, emails could be overlooked. Additionally, the support staff managed requests received via email by manually posting them to Excel or an on-premise incident management system unique to the department concerned.

About 80 service desks have already been migrated to the new system, already reaping several benefits. One is user experience improvements. By simplifying IT support contact points into a single service portal named Ask IT, "we have received positive feedback from users that they know the contact point for their inquiries now," says Yuki Yanagi, Manager of the Cloud Services Division, Digital System Platform Unit. "This has resulted in a 40% faster problem resolution".