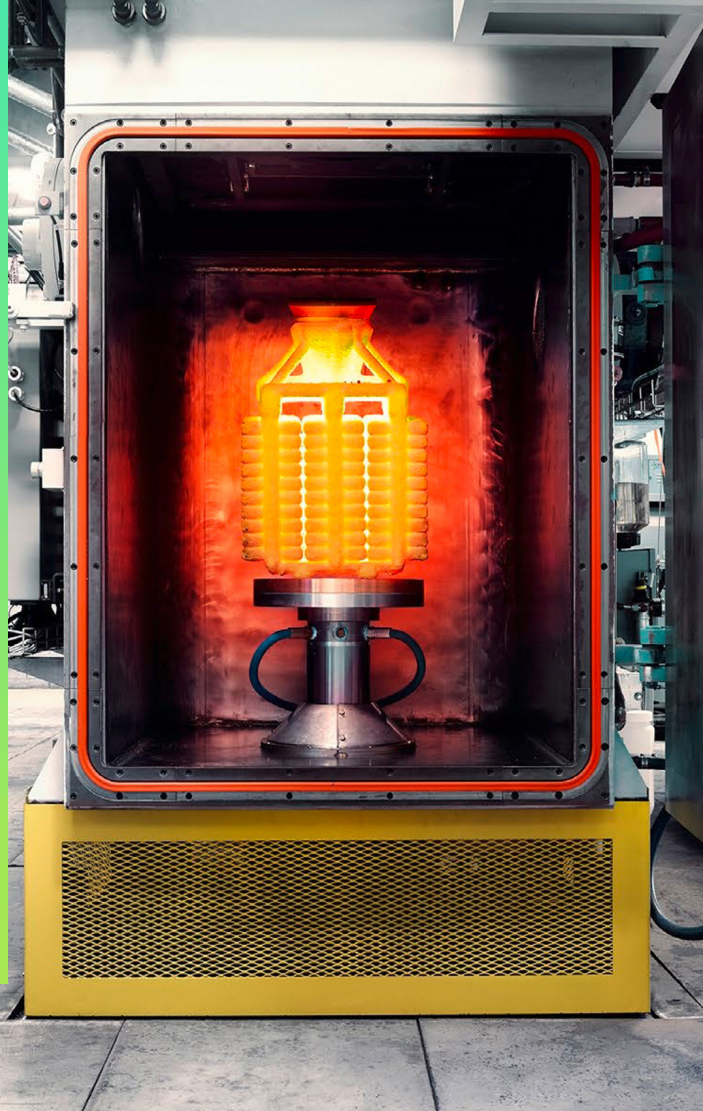# FUJITSU

Howmet

Transformation through ServiceNow automation

Howmet Aerospace was formed as the result of the separation of Arconic, Inc. The company was already transitioning its service desk environment to ServiceNow, managed and delivered by Fujitsu. Now, thousands of users enjoy more intuitive, responsive, and automated support, leading to a reduction in tickets and in-call handling times, courtesy of Fujitsu's strategic management of the service desk. At the same time, Fujitsu's Richardson GDC ensures compliance with ITAR regulations.

Challenge

Howmet wanted to find a proactive partner which could overhaul its service desk operations and provide a global, optimized, and automated service desk solution.

Solution

Fujitsu delivered a 24/7/365 global service desk, built on ServiceNow, for 22,000 users with language support for English, Spanish, German, Dutch, Hungarian, French, and Portuguese.

Outcomes

- Automating requests, such as account onboarding and password reset, eliminates 30% of tickets
- Optimization of local language requirements reduces costs
- Sense and Respond approach cuts call handling times by 25%
- International Traffic in Arms Regulations (ITAR) compliance is ensured by handling secure calls out of Fujitsu's GDC in Richardson, US.

> "Fujitsu is proactive and responsive in managing our service environment – I can't remember the last incident that landed on my desk."
>
> **Edward Portolese,** CIO, Howmet

Global Delivery Centers

Single point of contact multi-lingual service desk

Transforming service provision

When Howmet was formed the company was already undergoing a major transformation to its service desk operations. After a lack of innovation provided by its incumbent help desk supplier, it wanted to find a proactive partner which could overhaul its service desk operations and provide a global service desk solution that would support the end-user IT environment.

Fujitsu's data-driven approach won attention during the RFP process and focused on meticulously analyzing ticket and event data. Many of Fujitsu's recommendations challenged the underlying assumptions of the RFP and demonstrated new opportunities for cost savings and efficiencies.

"Our previous service desk environment was not optimized for efficiencies and almost every day I was dealing with escalations. We consulted Gartner's Market Evaluation which pointed to ServiceNow and Gartner's Magic Quadrant suggested Fujitsu would be the best partner," explains Edward Portolese, CIO, Howmet. "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."

Agile delivery

With Howmet now a separate entity, Fujitsu used its Quick Deploy methodology to roll out ServiceNow within a strict three-month timeframe. It introduced automated elements, such as FastPass to reset passwords without manual intervention, eliminating many routine help desk calls.

The data-driven, 'Shift-Left' approach adopted by Fujitsu had already identified numerous areas where savings could be made, including chat functionality and other omnichannel routes. This self-service element gives control to the users and reduces the drain on IT resources, improving the customer experience and lowering costs.

Fujitsu deployed a global service desk that offers personalized support to all users via one single point of contact with English, Spanish, German, Dutch, Hungarian, French, and Portuguese speakers all catered for via two Fujitsu Global Delivery Centers (GDCs) in Costa Rica and Portugal. Furthermore, compliance with the International Traffic in Arms Regulations (ITAR) legislation is ensured by handling secure calls out of Fujitsu's GDC in Richardson, US.

30%

reduction in number of tickets

Automation boosts efficiency

Howmet expects to eliminate up to 30% of tickets through automation – for example, orchestrated workflows for account onboarding for contractors and employees, which previously accounted for significant paperwork, will be handled automatically. Through the adoption of 'Sense and Respond' methodology, call handling times should reduce by 25%.

By optimizing local language provision, Fujitsu cut costs dramatically. Fujitsus analysis showed that most regions had only a few out-of-hours tickets for passive password resets. Automating this process meant there was no longer a need for 24/7 language support. Now, only English and Spanish are required around the clock, saving thousands of dollars per week, with 30 fewer agents required than previously.

Fujitsu and Howmet are also exploring other methods of leveraging the ServiceNow platform, such as an intelligent app that has been developed to automate Howmet's manufacturing audit processes.

"Fujitsu is proactive and responsive in managing our service environment, which means that tickets get solved quickly without escalation – I can't remember the last incident that landed on my desk, whereas that was previously a daily occurrence," concludes Portolese. "Fujitsu has a genuine insight into operations; that's what makes it the perfect partner in this endeavor."

Fujitsu

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