



Revolutionizing
industrial automation:

A triumph in digital transformation



In the fast-paced world of industrial automation, staying ahead of the curve is crucial. The Industrial Automation Manufacturer's partnership with Fujitsu led to a remarkable transformation of their digital infrastructure, yielding impressive results.

Challenge

The Industrial Automation Manufacturer needed a technology partner to support their digital transformation, requiring modern, agile, and automated Application Managed Services (AMS) for SAP and non-SAP applications.

Solution

Fujitsu provided Intelligent Application Managed Services (iAMS), focusing on continuous improvement through process automation, performance data analysis, proactive fault detection, and application-level monitoring.

Outcomes

- Reduction of around 7,000 system generated tickets
- No P1/P2 incidents required leadership intervention
- 21 System/Service Improvement Plans (SIPs) submitted.

“Our client slashed downtime, streamlined operations, ensured system reliability, and focused on delivering customer value.”

Mohit Agrawal, Senior Director, Sustainable Manufacturing Fujitsu America, Inc.

Industry:
Manufacturing

Location:
USA

People:
27,000

About the customer

The Industrial Automation Manufacturer is a leading provider of industrial automation and IT solutions. Headquartered in the United States, the company operates in over 100 countries and employs approximately 27,000 people. With a strong focus on innovation and customer satisfaction, they have been at the forefront of digital transformation in the manufacturing sector.



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Navigating digital transformation

The Industrial Automation Manufacturer was undergoing a significant digital transformation and needed a technology partner to support their ambitious growth and transformation aspirations. Their existing enterprise operating model was not sufficient to meet these goals. They required a partner to provide Application Managed Services (AMS) for both SAP and non-SAP applications in their portfolio, with a focus on modern, agile, automated, and flexible services. Additionally, they needed to optimize infrastructure resource utilization and cost, ensure system reliability, and improve the performance and availability of critical applications. They were facing a daunting task of transforming their digital infrastructure while maintaining operational efficiency.

Fujitsu's iAMS: Proactive monitoring and cost reduction

Fujitsu was selected as the technology partner to deliver Intelligent Application Managed Services (iAMS), demonstrating a commitment to continuous improvement through process automation, leading to enhanced services and cost reduction. Fujitsu agreed to collect detailed performance data, provide analysis for capacity planning, and partner with the Industrial Automation Manufacturer to ensure monitoring systems could detect and diagnose faults or failures proactively. The solution included offering application-level monitoring capabilities to track the performance and availability of critical applications, adhering to the customer's existing backup policy and procedures, and helping define the backup & storage strategy.

Industrial automation success: Efficiency and satisfaction soar

The collaboration between Fujitsu and the Industrial Automation Manufacturer yielded significant benefits. Key support areas included 67 SAP application modules across 15 Lines of Service and 59 non-SAP applications across 31 Lines of Service. The partnership led to the identification of non-compliance processes and the implementation of corrective measures, resulting in the addition of 9 additional FTEs. There was a reduction of around 7,000 system-generated tickets since December 2023, and no P1/P2 incidents required leadership intervention. Furthermore, 21 System/Service Improvement Plans (SIPs) were submitted, and over 25 appreciations were received for the resolution of incidents and timely assistance.

This successful project showcases Fujitsu's ability to deliver exceptional results and drive digital transformation for its customers, reinforcing its position as a trusted technology partner in the industrial automation sector.