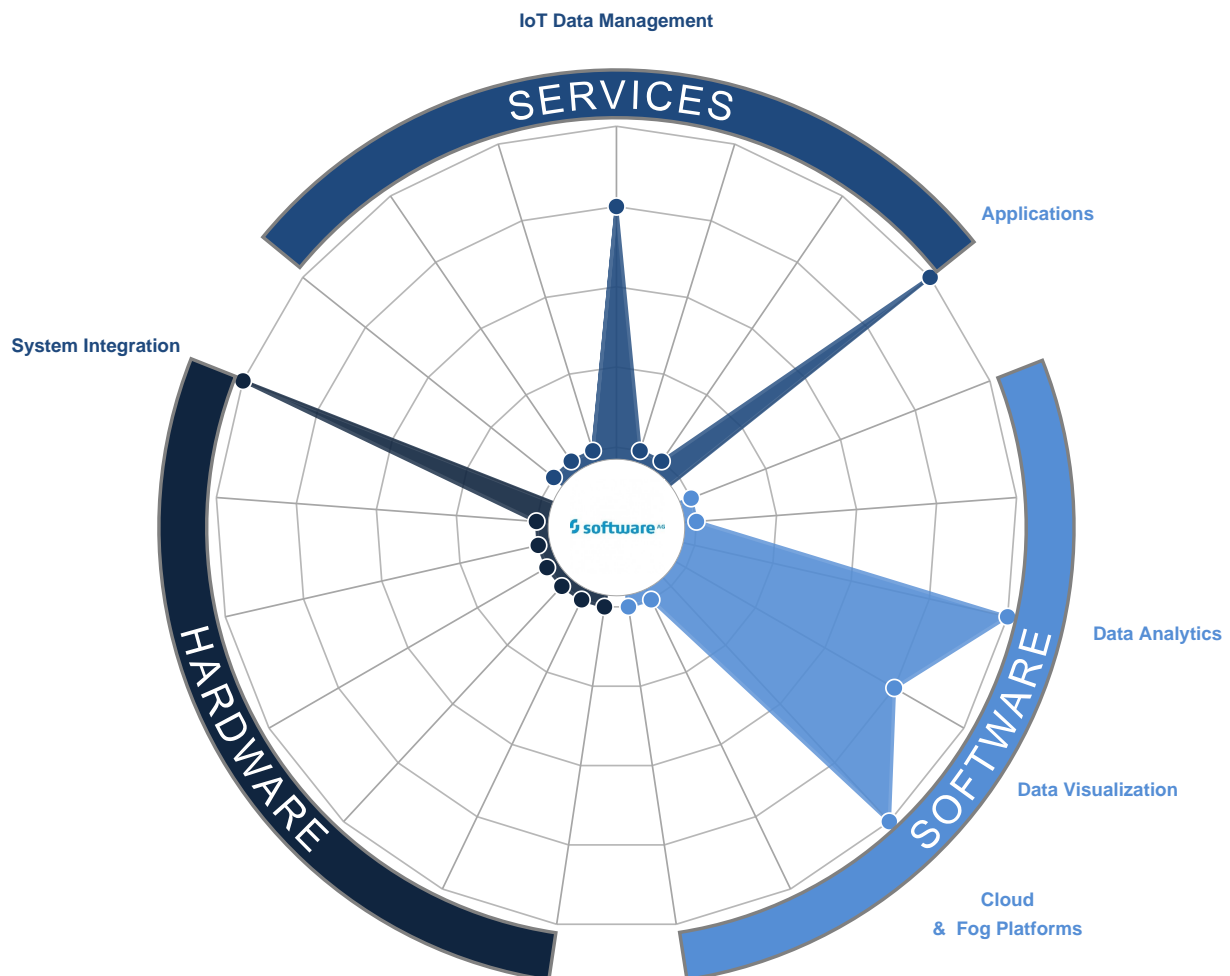




Setting a New Pace for Increased Competitive Advantage



Overview

Applicable Industries



Data Processing, Hosting & Services



Construction

Applicable Functions



Information Technology



Product Development

Challenge

Fujitsu needed a solution that would provide greater flexibility for user interfaces, facilitate improvements in its 24/7 support, enable faster on-boarding of customers and increase cost efficiencies. Fujitsu also needed continuous availability throughout the transition process due to demanding Service Level Agreements (SLAs) and high penalties.

Customer

Fujitsu Technology Solutions is the leading European IT infrastructure provider with a presence that spans Europe, the Middle East, Africa and India. Fujitsu Technology Solutions employs more than 13,000 people and is part of the global Fujitsu Group, leader in information and communication technology.

Solution

Software AG provided webMethods Integration Platform as a solution. webMethods Integration Platform is a software suite featuring the market-leading Enterprise Service Bus (ESB) that enables enterprises to rapidly integrate systems, services, devices, processes, business partners and data to provide new business value and improve business performance.

Data Collected

Company operation data




Solution Type

IOT




Solution Maturity

Emerging (technology has been on the market for > 2 years)

Operational Impact

-
- | | | |
|---|-----------|--|
|  | Impact #1 | System Flexibility - Ongoing application development and improvements are relatively quick and inexpensive to implement due to the system's flexibility. |
|---|-----------|--|
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- | | | |
|---|-----------|---|
|  | Impact #2 | Time-to-Market - Programming time, production time, and installation time are shortened during the introduction of customers. |
|---|-----------|---|
-
- | | | |
|---|-----------|---|
|  | Impact #3 | Data Aggregation - Cloud solutions enable aggregation of 'big data' to enable more robust analysis and lower costs. |
|---|-----------|---|
-

Quantitative Benefit

-
- | | | |
|--|------------|---|
|  | Benefit #1 | Customers put 30% less effort to go on-board. |
|--|------------|---|
-
- | | | |
|---|------------|---|
|  | Benefit #2 | The system currently handles 7 million documents a month. |
|---|------------|---|
-
- | | | |
|---|------------|---|
|  | Benefit #3 | The solution quickly connected more than 300 partners and 17 different systems. |
|---|------------|---|
-

Technology

Software



[webMethods Platform](#)

Software AG

Software AG's webMethods Integration Platform is a proven, pre-integrated software suite featuring the market-leading Enterprise Service Bus (ESB) that enables enterprises to rapidly integrate systems ...

Setting a new pace for increased competitive advantage



Customer

Fujitsu Technology Solutions is the leading European IT infrastructure provider with a presence that spans Europe, the Middle East, Africa and India. The company offers a full portfolio of IT products, solutions and services, ranging from clients to data center solutions, managed infrastructure services and Infrastructure-as-a-Service (IaaS). Headquartered in Munich, Germany, Fujitsu Technology Solutions employs more than 13,000 people and is part of the global Fujitsu Group, leader in information and communication technology.

Industry

High Tech

Opportunity

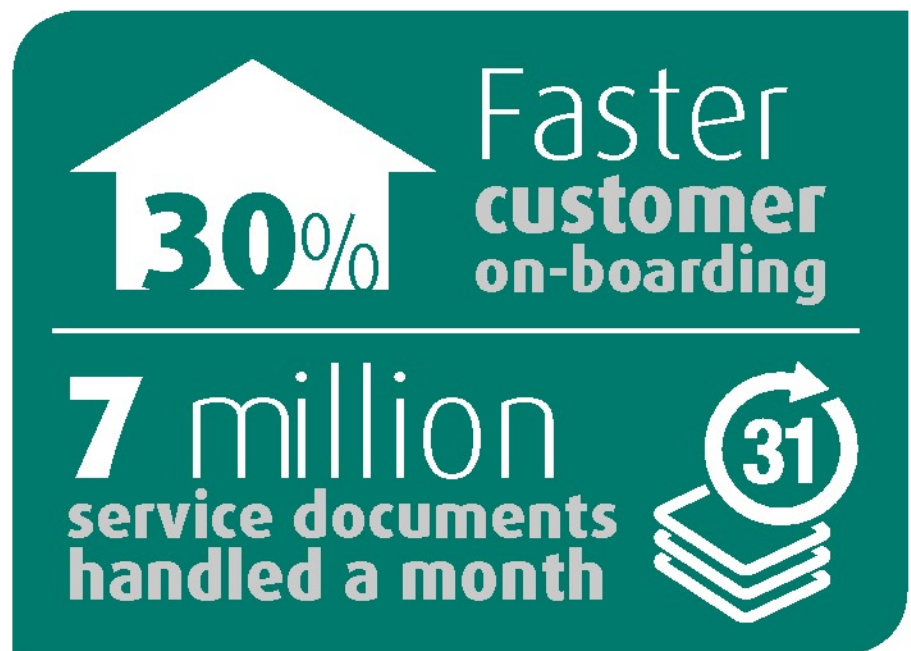
By expanding its investment in Software AG's webMethods technology, Fujitsu Technology Solutions can adapt faster to customer needs—a real competitive advantage. The company moved to a single strategic Enterprise Application Integration (EAI) platform based on webMethods for all B2B areas (service, sales and suppliers), which simplifies operations and reduces costs. The solution represents a major milestone in providing continuous premium customer support.

Solution Set

webMethods Integration Platform

Key Benefits

- Customers on-boarded at 30 percent less effort
- Easy scalability—the system currently handles 7 million documents a month
- Demanding SLAs met consistently
- More than 300 partners and 17 different systems quickly connected
- Far easier to maintain than a proprietary solution



Along with meeting new business and technology challenges, Fujitsu Technology Solutions is experiencing high, rapid growth in its service business. The company's 20-year-old proprietary service middleware couldn't keep pace any longer with its business needs. Fujitsu needed a solution that would provide greater flexibility for user interfaces, facilitate improvements in its 24/7 support, enable faster on-boarding of customers and increase cost efficiencies.

Continuous availability throughout the transition process was also a critical solution deliverable due to demanding Service Level Agreements (SLAs) and high penalties.

"We can adapt our IT infrastructure to new business needs, change processes and technologies, all of which enables us to be faster and more agile."

— Benno Zollner | CIO, Fujitsu Technology Solutions

The decision to expand the company's investment in webMethods over alternate options was based, in part, because webMethods has proven to be a highly scalable and reliable platform for its B2B business in the sales and supply chain areas for more than 10 years.



Benno Zollner
CIO, Fujitsu Technology Solutions

Growing pains

The leading European IT infrastructure provider, Fujitsu Technology Solutions is a blend of tradition, evolution and innovation. The company's roots date back to 1935, as part of a joint cooperation between Fujitsu and Siemens. Today, the company is an integral part of the Fujitsu global family, active in 170 countries and an innovative force for Fujitsu's global customers.

Perhaps a little surprising, given its longevity and high market-standing, Fujitsu Technology Solutions is actually a rapidly growing organization—and with this fast growth has come growing pains. Global operations, increased customer expectations, demand for global expertise with local responsiveness and a greater degree of solution integration comprise the complex business requirements facing the company today.

CIO Benno Zollner explained their challenge. "Our customers, especially for services and outsourcing projects, are expecting fast transitions from us and a fast on-boarding process," he said. "Our proprietary IT landscape was not only old, but inflexible and unreliable. It couldn't support the infrastructure anymore and on-boarding customers to that system simply took too long. It wasn't worth our time to configure or remedy it any further. We had to make a change."

A proven platform

The IT and business groups worked in conjunction to evaluate the options available and ultimately selected webMethods Integration Server, an Enterprise Service Bus (ESB), as the corporate middleware standard. The decision to expand the company's investment in webMethods over alternate options was based, in part, because webMethods has proven to be a highly scalable and reliable platform for its B2B business in the sales and supply chain areas for more than 10 years.

Additional factors in the decision included Software AG's high marks in analyst reports and the technology's ease-of-use and productivity. Furthermore, Fujitsu already had a wealth of knowledge and experience in webMethods development and could leverage the existing operational procedures to support the new solution with only minor changes.

Fast results

More than 17 systems, ranging from custom solutions to SAP® were integrated. In addition, by abstracting the customer interfaces from these systems, Fujitsu gained the freedom to gradually replace and modernize its internal support system landscape without compromising business continuity. Other benefits included:

- Reduced implementation and architectural complexities using the standardized webMethods interface and ESB mapping capabilities
- Increased flexibility with customer interfaces through extended interface capabilities and a flexible generic data format
- Reduced future development efforts required by re-using standard interfaces and architectural modernization

The project was completed on time and within budget. Immediately, more than 70 customers were on-boarded at 30 percent less effort than before. The system scales without issue, handling 7 million documents a month. With its partner management functionality, webMethods Trading Networks also plays a central role in the solution; 300 of the company's external partners have already been connected.



The project was completed on time and within budget. Immediately, more than 70 customers were on-boarded at 30 percent less effort than before.

B2B process integration is integral to Fujitsu's sales process flow.

Premium service

Stefan Wind, B2B project manager, related the significance to the business. "Transposing the classical B2B areas of sales and supply chain into cross-organizational service processes, including the integration of service customers, is a milestone for achieving premium service support," he said. "It simplifies our operations and thus saves costs."

A recent internal solution review confirmed the quality and relevance of the overall solution implemented. "The modern graphical development and incorporation onto a single platform not only speeds our time-to-market," said Wind, "but also improves our sourcing capability and options. We have achieved a better integration of our business processes with those of our customers, which is mutually beneficial. In this way we can sell our products and services more flexibly, and we can better support our customers and partners."

Business value and agility

The value to the customer and the company is long-term. Not only does the solution enable Fujitsu to meet SLAs consistently, but also, noted Wind, "being able to offer standards without losing the flexibility to adapt to our customers' needs sets us apart from our competitors."

Quite significant in the overall solution, according to Zollner, is that "the system is reliable and stable 24/7. We can better support our global customers now and it helps us reduce the effort to on-board new customers.

We can adapt our IT infrastructure to new business needs, change processes and technologies, all of which enables us to be faster and more agile. We can cope with the growth now."

Stefan Wind
B2B Project Manager





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ABOUT SOFTWARE AG

Software AG helps organizations achieve their business objectives faster. The company's big data, integration and business process technologies enable customers to drive operational efficiency, modernize their systems and optimize processes for smarter decisions and better service. Building on over 40 years of customer-centric innovation, the company is ranked as a "leader" in 14 market categories, fueled by core product families Adabas-Natural, Alfabet, Apama, ARIS, Terracotta and webMethods. Learn more at www.SoftwareAG.com.

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