

# Better Business with seamless processes

EuroCIS 2018

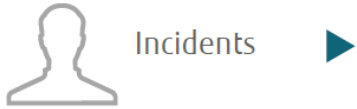
Rich on data – poor on information

Rich on data – poor on information

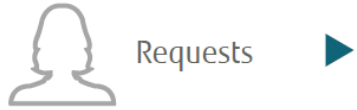
Rich on processes – poor on automation

# Most Companies Stuck In An Old Work Model

## Work



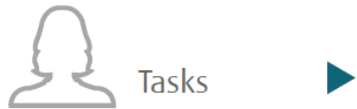
Incidents



Requests



Cases



Tasks

Email, Spreadsheets, Forms, Messenger, Calls

## Departments



IT



HR

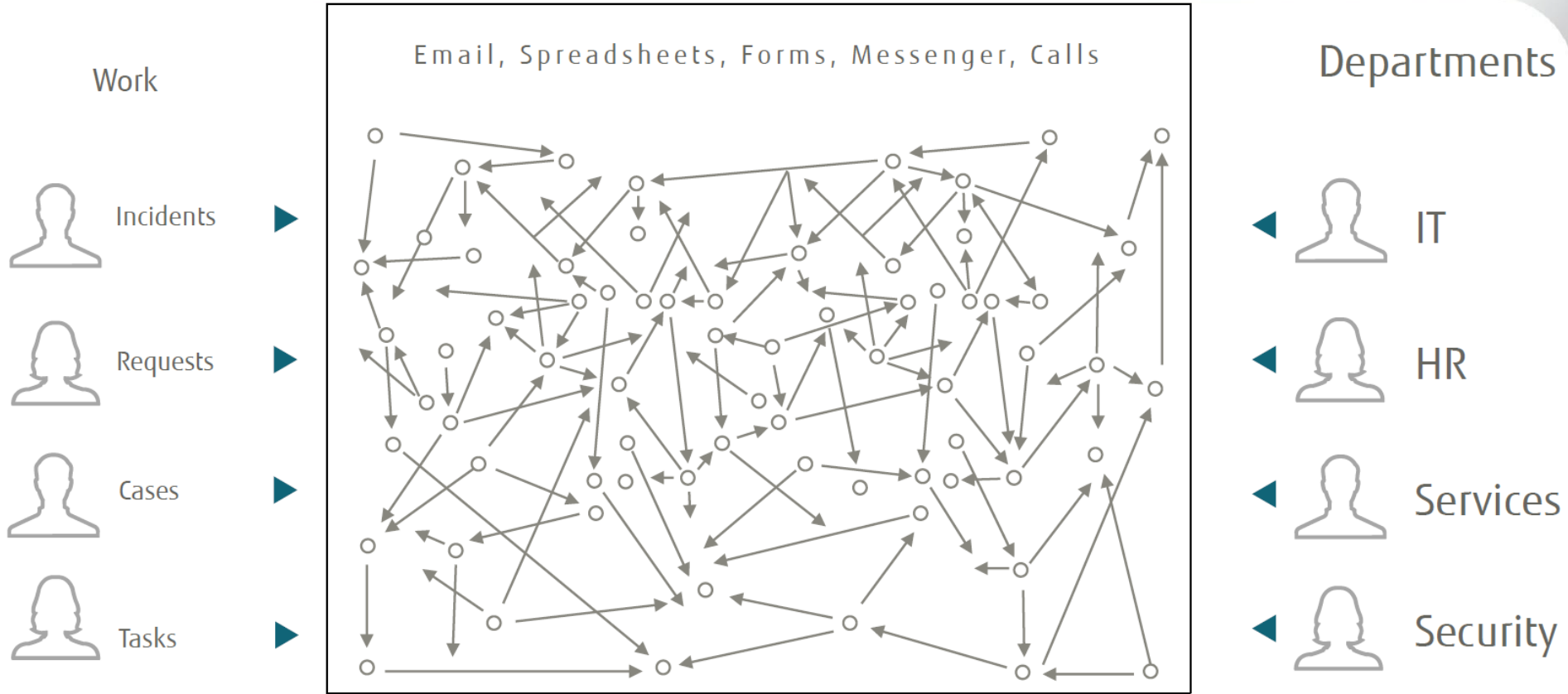


Services

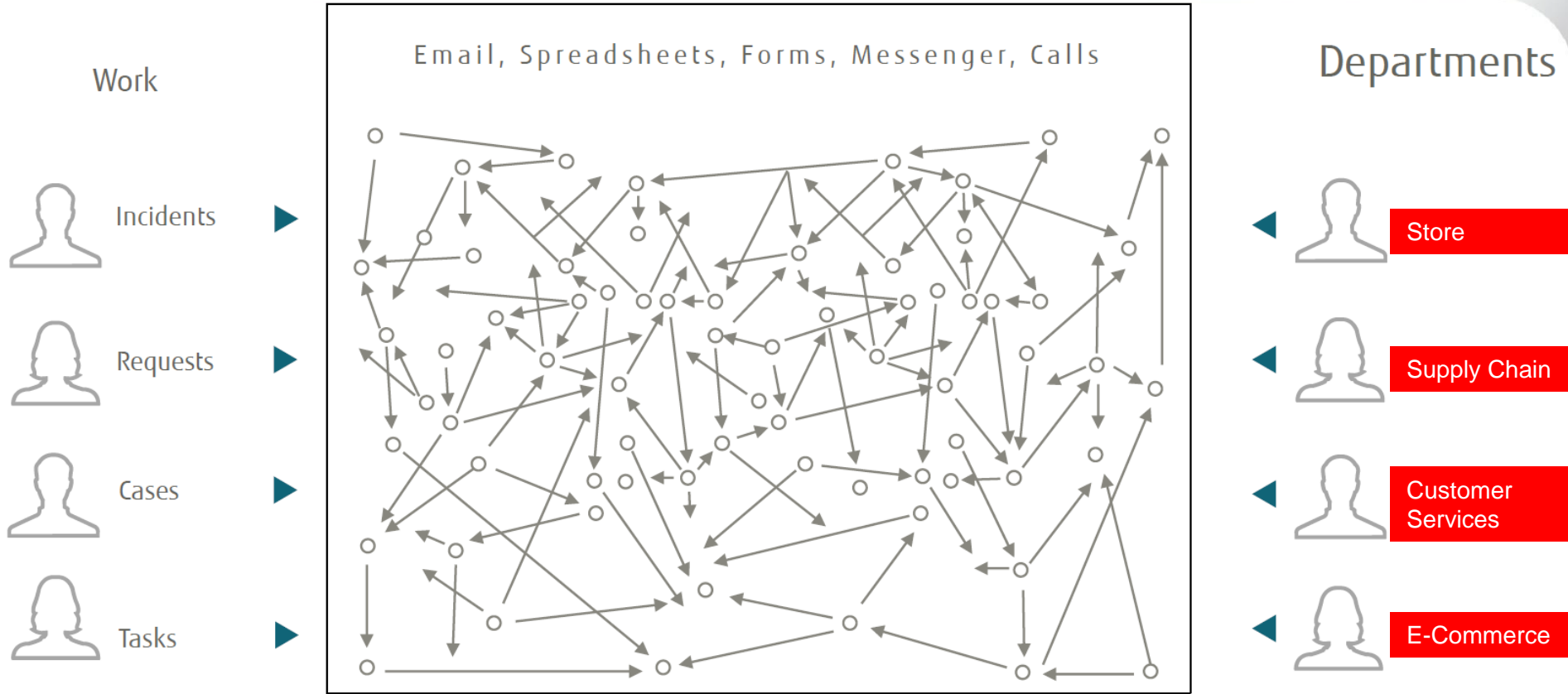


Security

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# A New System Of Action Is Needed



THE CUSTOMER



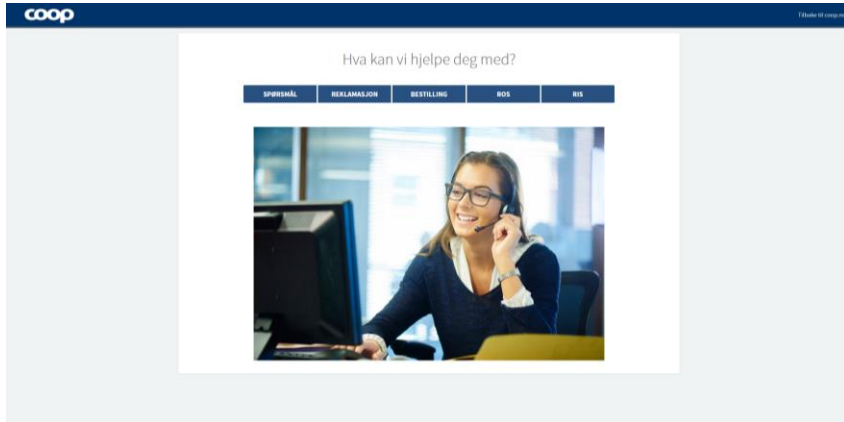
# COOP

- Customer Service Management
- Enterprise Service Management – store and administration
- PPM – store onboarding
- App-development





## ■ Customer Service Management



## ■ Enterprise Service Management

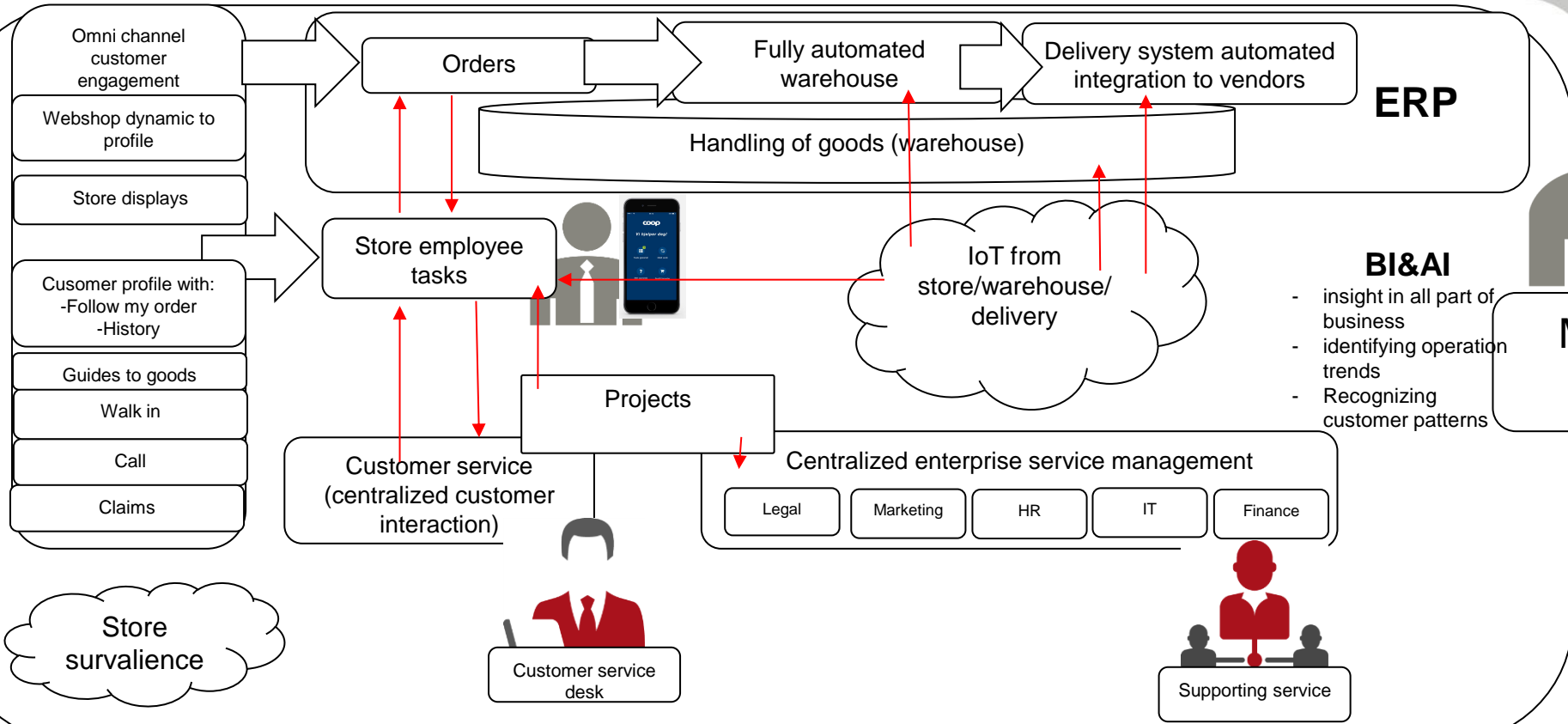
- Retail and specialist store support
- Temperature measurement in stores (integration)
- Warehouse automation events (integration)
- HR Requests and issues
- Loyalty program issues
- Store Management
- Service Catalog (internal)
- Contract Management (vendors)

## ■ PPM

- Used in business transformation projects
- ICA → COOP (553 stores nationwide)


## ■ App-development





# Discussion topics and takeaways

- Is your relevant data accessible to all support functions (IT, HR, Finance) from a single source of truth?
- Are you measuring and improving business processes with accurate data and facts? (New store setup)
- Do you have visibility in to real time vendor performance or are you relying on monthly reports?
- How are cross departmental processes managed in your company?
- Do you actually utilize the possibilities of IoT integrated to Work Management solutions?
- Are you confident that you are GDPR compliant yet?



**FUJITSU**

shaping tomorrow with you