

# Customer Case Study

## EZ-Process makes Business Know-How accessible throughout the Company



Customer Profile	Name of customer	Fujitsu Transaction Solutions Inc.
	Country	United States
	Customer industry	Retail and Financial Systems
	Customer revenue	Undisclosed; \$38 bn Fujitsu globally (FY2002)
	Web address	www.ftxs.fujitsu.com

### Business Problems

Fujitsu Transaction Solutions Inc. is a North American provider of hardware, software and services for retailers, banks, credit unions and financial institutions. The company serves as a "lifecycle solutions" provider to help customers relentlessly drive costs out of their IT operations and improve business performance by optimizing how technology assets are managed throughout the life cycle, from evaluation and acquisition to integration, implementation, service, support and replacement. Core products/services include infra-structure management services, point-of-sale (POS) hardware and software, wireless/mobile devices and Web-enabled automated-teller machines (ATM's).

With headquarters in Frisco, Texas, Fujitsu Transaction Solutions employees are dispersed over 10 locations throughout United States, Canada and the Caribbean. "Our employees together are an invaluable resource of business, customer and product knowledge", says Gene Senecal, CIO of Fujitsu Transaction Solutions. "We as a company are capable of delivering advanced transaction systems to customers on a global scale. The challenge however is to make this collective knowledge easily accessible throughout the company."

This focus on distributing process knowledge is one of the key elements of the CEO's vision at Fujitsu Transaction Solutions. This vision includes the creation of an overall process architecture, supported by tools and services for definition, measurement, usage and evolution of business processes in a web-enabled workflow environment.

### Solution

Along the years, software solutions within Fujitsu evolved from isolated monolithic systems, to a higher level of integration by using middleware. This on-going evolution has led Fujitsu to no longer focus only on integrating the back-ends, but now raising the integration paradigm to the business process level. In the Fujitsu vision, end-user processes are not only used to embed critical knowledge, but also as an integration component spanning multiple applications, installed on multiple boxes on different locations.

Fujitsu Transaction Solutions implemented Baan ERP as a back-end solution and started using the Dynamic Enterprise Modeler (DEM) module. This module greatly helped in structuring employees work into standard business processes. On a maintenance level, DEM saves much time by dynamically applying application authorization settings (user menu desktops) according to the organization model definition.

EZ-Publisher has been implemented to further leverage the existing model. From an isolated Baan environment, now all employees in the company have web-access to the set of processes that support their role and their day-to-day work. In addition, all valuable knowledge components (ISO work instructions, training manuals, internal policies & templates, etc.) can be organized within the context of each process and user-role, making it easier for users to quickly find the appropriate information when needed.

As the Fujitsu vision was to achieve a unified Process Management across the organization, it was required to provide all departments with a single and consistent modeling environment. For this task, EZ-Modeler was selected. Not only is it fully

compliant with the existing DEM model developed and used by Baan users, it was rolled-out to all departments/employees without having to supply them with Baan DEM training or Baan licenses to access DEM. In addition, EZ-Modeler stand-alone capabilities allows users to create and modify process diagrams from their laptops, to be published later.

### Implementation

With the presence of an automated DEM model import function, EZ-Publisher implementation was performed in the course of a week, including EZ-Publisher training. Only two days were needed to convert into Web format the existing Fujitsu DEM models, to customize the user interface of the EZ-Publisher Portal to Fujitsu corporate standards, and to make the resulting solution available to all Intranet employees.

As more departments are gradually involved in the process-focused roll-out, EZ-Modeler will be gradually used by more people. As it can also handle and web-publish various format diagrams such as Visio, it can be used by groups that have existing diagrams other than DEM.

Jim Gray, who led the modeling effort and is now directing the business continuity program, adds: "Our strategy recognized that the strength of Fujitsu Transaction Solutions lies in its knowledge base and, therefore, the supply chain that delivers business knowledge to our employees is central to our success. In today's business/technology environment, this is intimately tied to a company's Web strategy as it involves the sharing of assets among employees, departments, and other companies. The EZ-Process suite of products is becoming an integral part of that strategy because DynaFlow provides the needed functionality and a responsive service team".

### Benefits

With EZ-Publisher, all Fujitsu employees have access to their processes. Processes that are approved best-practices, are now enriched with work-instructions and training materials, resulting in significant productivity increase of employees.

With EZ-Publisher, Fujitsu has a unified platform to deploy all business know-how, integrating processes, roles and documents, resulting in fewer human errors and more satisfied customers.

With EZ-Modeler, Baan and non-Baan departments have extended capabilities regarding modeling and publishing, decreasing diversity in modeling tools and insuring a consistent deployment and format of knowledge components.

The combination of EZ-Publisher & EZ-Modeler enables Fujitsu on one hand to retain & organize critical business knowledge of veterans by defining it explicitly in models, and on the other hand, to make this knowledge readily available to facilitate the learning curve of new employees.

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