

# Customer Case Study

## Fujitsu selects EZ-Workflow for Web-based Collaboration and Process Automation



Customer Profile	Name of customer	Fujitsu Transaction Solutions Inc.
	Country	United States
	Customer industry	Retail and Financial Systems
	Customer revenue	Undisclosed; \$45 bn Fujitsu globally (FY2003)
	Web address	www.ftxs.fujitsu.com

### Business Problems

Fujitsu Transaction Solutions Inc., a Fujitsu Ltd. company, provides hardware, software and service solutions to the retail, food and financial industries. They've earned a reputation for helping companies drive down costs and improve their business performance by offering life-cycle solutions from evaluation and acquisition through service and replacement. Core products are point-of-sale hardware and software, wireless mobile devices, automated teller machines and the infrastructure management services necessary to optimize and capitalize on the investments made by their customers.

The Fujitsu business strategy recognized that much of the company's strength lies in its knowledge base, and therefore, the supply chain that delivers business knowledge to employees is central to their success. Workflow management became an integral part of this strategy in Fujitsu's efforts to streamline current processes and optimize their efficiency. The objective was to create and maintain an overall process architecture and provide the tools and process management services required for a comprehensive, integrated, lean, web-enabled workflow environment.

Key architect of the Fujitsu business unit, Austen Mulinder, CEO, stresses the critical importance of Workflow Management in their process integration. Sharing this common vision where Workflow execution is a corporate-wide deployment, Gene Senecal, CIO, adds: **"With its key role in our ability to remain a market leader, our Workflow infrastructure needs to be powerful, flexible and easy to operate in our cross-functional and cross-applications environment. The selection process was therefore done in a very comprehensive manner"**.

Although FTXS has a number of internal processes that are excellent candidates for Workflow Management, the non-product purchase requisitioning (NPP) was targeted as the first Workflow-enabled area. Paper-driven for years, the NPP approvals generated significant cycle time, reliability and monitoring issues.

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(CIO, Fujitsu Transaction Solutions)

### Solution

The selection process to find the most appropriate business solution was extensive, lasting several months. The key selection requirements were:

a) The Workflow solution needed to be fully compliant with Baan and DEM (to be able to leverage the significant Baan investment made by Fujitsu Transaction Solutions Inc. since 1996)

b) The chosen solution needed to deliver a true web-based integration platform, to enable Business Process Automation across the company, B2B/B2C partners, global processes and various applications and systems including, but not limited to, Baan.

c) The Workflow component needed to be embedded into a broad BPM business solution that was able to address Process modeling, BPR analysis & continuous improvement, and corporate wide Knowledge Management.

d) The implementation of the solution could not exceed two months and would require minimum use of Fujitsu resources

It was concluded that EZ-Workflow, developed by DynaFlow Modeling & Workflow Solutions Inc., was the only workflow solution able to fulfill all of the above requirements. In addition to being compliant with all SSA Baan releases, EZ-Workflow's flexible web-based infrastructure enables it to integrate with various internal & external processes running various business applications.

Al Viti, Purchasing Manager, adds: **"Its cost of ownership was also significantly lower than other Workflow solutions that were investigated. This was made possible (a) through its rapid implementation capability, (b) the fact that the turn-key pricing approach offered by DynaFlow included the onsite installation & configuration, and (c) EZ-Workflow allows unlimited users to collaborate without extra cost to Fujitsu"**.



## Implementation

Involving only a limited number of part-time resources, EZ-Workflow was configured to handle the Purchase and Capital Expenditures Requisitions. Within days, the complex approval & delegation rules were registered in EZ-Workflow, now enabling automation of the full approval routing schemes from requester to buyer.

Pierre Beaulieu, President of DynaFlow Inc., adds: **"Not only did Fujitsu quickly implement full web-automation for their complex approval process, they also leveraged the Form Designer feature of EZ-Workflow to replace their Excel-captured requisitions for web-based forms. All requesters can now directly submit detailed requisitions from any browser, and monitor these in real-time. A true simplification and optimization of their requisitioning process!"**

## Benefits

Since the implementation of EZ-Workflow at Fujitsu Transaction Solutions Inc., several benefits can be easily identified:

- significant decrease in the cycle-time duration of the approval process, by replacing time-consuming manual tasks with electronic notifications and by using automated rules-based routing,

- increased operational monitoring as the real-time status of all transactions are available online for (authorized) employees and Managers,
- greater consistency/accuracy/accountability of the process steps execution, insuring more complete compliance with internal/external regulations (SOX and others) and reduced business risks,
- low cost of ownership and a rapid deployment by a centralized Web-based architecture providing zero-client access for all process Intranet/Extranet collaborators.

**"Because of the success we had with the first phase of deployment as well as the attentive and quality support from DynaFlow, we are investigating other workflow deployments that will maximize the EZ-Workflow benefits in other departments. I can easily foresee a much broader deployment of EZ-Workflow within FTXS, where processes will be greatly improved by its rich feature set and flexible framework". (CIO Fujitsu Transaction Solutions).**

## About Fujitsu

Fujitsu Transaction Solutions Inc. is a North American provider of hardware, software and services for retailers 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 infrastructure management services, point-of-sale (POS) hardware and software, wireless/mobile devices and Web-enabled automated-teller machines (ATMs). For more information, visit <http://www.ftxs.fujitsu.com>

## About DynaFlow

Leader in Business Process Management in the Americas and Europe, DynaFlow is dedicated to providing its customers with World-Class expertise and business solutions in the strategic domains of Process Modeling, Knowledge Management and Workflow Automation. With key market acceptance, its EZ-Process e-Product Suite supports ERP/B2B/ISO/KM implementations and Business Process Re-engineering initiatives in various size organizations. Since 1990, DynaFlow has maintained a strong and constructive relationship with Baan, by its direct involvement in all critical aspects of the DEM/Workflow design & development, global training and worldwide rollout. For more information, visit: [www.dynaflow-dem.com](http://www.dynaflow-dem.com)

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