

Move manufacturing forward with Fujitsu and ServiceNow

How-to-guide

servicenow®



Introduction

In a world where the only thing we can be certain of is uncertainty, manufacturers must be able to nimbly navigate change and be prepared for whatever comes next. But of course, this comes against a backdrop of having to reduce costs, improve customer experience and increase profitability, all while leading the way to a more sustainable environment and society.

This has given rise to a new generation of manufacturers. One not defined by sector,

region, or number of years in business. But by a commitment to manufacturing a better world, underpinned by innovation, interconnectivity, people-centricity and of course, sustainability. Realizing this, however, is a journey in itself, requiring transformation – of both the business and digital variety.

Below, we explore the essential steps and solutions needed to start your new industrial revolution.



Chapter 1

Transform to become a smart factory

Digitally enabled technology and infrastructure is providing more ways to make factory operations smarter and more sustainable. As a manufacturer ourselves, we understand this doesn't mean rip and replace – it's about leveraging new capabilities and technologies to make existing infrastructure work harder.

Pain Points

- 1 Quality and safety issues need to be addressed quickly and effectively
- 2 Developing new products at pace is critical to success but innovation can be time consuming

Solutions

Digital technologies can be the key to help you work faster, smarter and safer. A connected factory floor lets you achieve just that through improved visibility.

Predictive maintenance, enabled by IoT sensors on machines, is vital to address any potential problems before they become an issue – helping to ensure employee safety while minimizing the production of faulty goods to protect consumers.

A connected factory floor can also provide the visibility needed to understand and monitor your energy consumption. Even the smallest issues can result in huge amounts of wasted electricity, so visibility into your energy usage makes sure machines are healthy and performing at their peak, to help you reduce your carbon footprint.

The question now facing manufacturers is how to ensure compliance with increasing regulations, or which frameworks they should be aligning to. However, the reality is that each factory operates differently, so every factory – and its subsectors – will need to set their own business priorities and align with the frameworks that will drive the most impact for their specific use case.

Fujitsu can help you to leverage the Now Platform to help you gain that visibility and configure your platform to help you meet the requirements of the frameworks and regulations your factory is aligned to.



Chapter 2

Collaboration with suppliers

Supply chains have been subject to extreme disruption in recent years, causing product shortages that have had a huge impact on businesses and consumers alike. But this also comes alongside the need to meet #12 of the UN's Sustainable Development Goals: ensure sustainable consumption and production patterns.

Pain Points

- 1 Supply chain disruption is impacting output for organizations who are unable to meet customer demand
- 2 Organizations are held responsible for ensuring their supply chain meets requirements, such as the UN's SDGs

Solutions

Organizations are facing increasing pressure to strengthen their supply chain ecosystems, while ensuring their operations are meeting sustainability targets, and that the full lifecycle of products is as sustainable as possible. Resiliency, agility and capability are the three superpowers needed to achieve this, but the starting point for all three areas is visibility.

Only once you have the visibility into your supply chain can you gain an overview on everything from where raw materials are sourced from, through to the transport and logistics across the full lifecycle. It also makes you aware of any potential disruption down

the line that may impact your production or your costs.

Ultimately, you can't improve what you can't see – that's where technology steps in. Digital workflows are key to automatically enlighten you of any interruption, while ensuring you can meet compliance and sustainability frameworks that have become a key part of vendor assessment processes and audits. In the event of interruption, you can even automate the workflow to place replacement orders with other suppliers. It's all about making the process intuitive, streamlined and automated.



Chapter 3

Protect and grow revenue by strengthening customer service

Part and parcel of remaining competitive is meeting the demands of your customers. But in an age where these demands are always evolving, it can be a challenge to meet rising expectations at scale. Once again, to remain competitive, successful manufacturers are making their operations smarter, more efficient and less wasteful through digitization.

Pain Points

- 1 Organizations need to deliver consistently great experiences to drive customer loyalty and remain competitive
- 2 Customer service agents need greater visibility to better serve customers

Solutions

It's not just governments that are demanding greener operations from manufacturers, consumers are also choosing to buy products and services from brands who can showcase their ethical practices. So, manufacturers must strive to build better products and a better world, with a sustainable environment and society at its core.

Once again, to remain competitive, successful manufacturers are making their operations smarter, more efficient and less wasteful through digitization. For example, rather than simply throwing away broken items, can they be repaired to extend product life spans? Manufacturers can reduce their carbon footprint even further by shipping replacement parts with self-service instructions or virtual support, reducing unnecessary additional shipping.

Beyond extending product life spans, manufacturers also have a duty to deliver great customer experiences. Data is vital to this, to make customer needs more transparent and therefore easier to fulfill. But all of this counts for nothing if your customer service doesn't meet the same high standards.

Omni-channel platforms, AI-powered chatbots and self-service portals are equally as vital for your customers to get what they want, when they need, using whatever device they want. If you're able to realize the above, you can also look to provide services, such as maintenance support, which is poised to serve as a major growth engine for the industry.



Chapter 4

Attract, retain and protect your workforce

People are your driving force to help you navigate change and seize opportunities. But in the wake of *The Great Resignation*, attrition rates are skyrocketing – and if you're not able to protect and energize your workforce, another employer will.

Pain Points

- 1 Changes in employee expectations is making it harder to attract and retain the best talent
- 2 Organizations need to ensure their workforce is safe and fulfilled to fuel productivity

Solutions

Employee experience is essential to success in modern manufacturing. Technology now plays a bigger role than ever before in how work gets done. Rather than adding additional processes or administration, it needs to free your people up from manual, mundane responsibilities to let them focus on more fulfilling work, while providing easy access to the information and services they need. Technology should enable your people, not hinder them, so you can increase satisfaction and reduce friction, to increase retention and reduce attrition.

The hybrid workplace is also here to stay. So, IT departments and technology will have a pivotal role to play to support a dispersed workforce, by way of keeping people connected and allowing them to access services and support, from anywhere at any time. This is key to give them the flexibility needed to realise a healthy work-life balance.

By working smarter, you can also better meet sustainability initiatives. For example, enabling employees to work from home helps to reduce commutes and carbon emissions. For field service agents, intelligently scheduling assignments to agents based on who is closer, rather than just on a rota, can also greatly reduce carbon footprints.

Finally, for people to thrive, they must feel safe. By automating safety protocols and pulling data from machine sensors, employee wearables and other IoT devices into a single platform, you're able to easily access and evaluate the insights you need to prioritize and respond to critical issues.



Conclusion

In a world where the only thing we can be certain of is uncertainty, Fujitsu and ServiceNow equip your employees, supply chain and ecosystem with the resiliency, agility and capability needed to navigate change and drive sustainable growth.

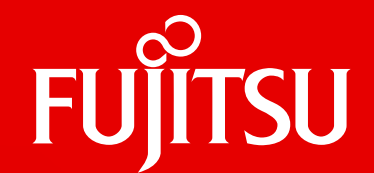
We believe that technology is there to serve people. So, our human-centric approach is focused on delivering great experiences for customers and

workforces alike – from anywhere, at any time, while optimizing operations to create competitive advantage.

As a manufacturer ourselves, we've transformed Fujitsu with ServiceNow. Discover how we can help you to transform your own organization to ensure long-term shareholder value and profitable outcomes, while being a positive force in society.

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