Fujitsu Services
Advanced Digital Workplace Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Advanced Digital Workplace Services Vendor Assessment for Fujitsu Services is a comprehensive assessment of Fujitsu Services' digital workplace services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for digital workplace services

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in digital workplace services.

Key Findings & Highlights

Over the last 12 months, Fujitsu has seen a shift in focus in client requirements from a technology/workplace conversation, driven by high levels of operational efficiency and cost to one that is focused on workforce transformation. Here, it seeks to drive human-centric workforce transformation, underpinned by technology (AI and data). It enables clients to attract and develop new digital skills, embed new ways of working and to improve end-user experience and ultimately CX.

Fujitsu has ~12k employees globally across workplace services, with 48 service desk locations, in 40 languages supporting ~5.8m end-users globally, and ~8.1m end-user devices.

Scope of the Report

The report provides a comprehensive and objective analysis of Fujitsu Services' digital workplace service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components

- Revenue estimates

- Identification of the company's strategy, emphasis and new developments

- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts

- Analysis of the company's strengths, weaknesses and outlook.

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