

# FUJITSU GLOBAL

Architecture built to meet requirements

## OVERVIEW

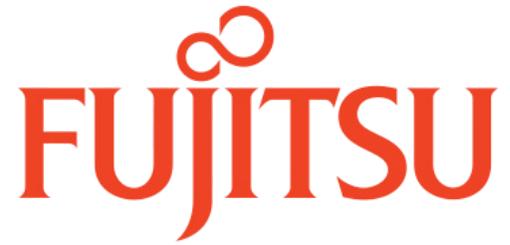
Fujitsu Global is an IT service business, ranked top tier worldwide, that's been innovating the technical world since 1935 with the goal to shape a better future through the power of digital technologies. With operations in over 180 countries and more than 129,000 employees, it was important to find a solution that allowed them to improve worker productivity and overall business success.

## THE CHALLENGE

Fujitsu needed a more scalable solution to help accommodate customers working from the office and at home while providing flexibility of day to day use regardless of location, while maintaining high level security .

## ASPEN'S SOLUTION

Amazon Connect global cloud contact center deployment and support for 4,000 agents across 3 continents. This also includes all related Amazon Web Services components related to Amazon Connect cloud contact center. Support includes enhancements, changes, customizations, reporting and development as needed by Fujitsu. Second phase of the project will include the extension of Amazon Connect into Japan for 15K+ agents.



## THE OUTCOME

Fujitsu now has full cloud contact center capabilities across 3 continents that allows their contact center to grow at the same rate of their business.

Employees can now work from virtually anywhere and because of Fujitsu's utilization of Aspen Enhanced Care, they can get support and training across all deployed platforms to ensure top business efficiency

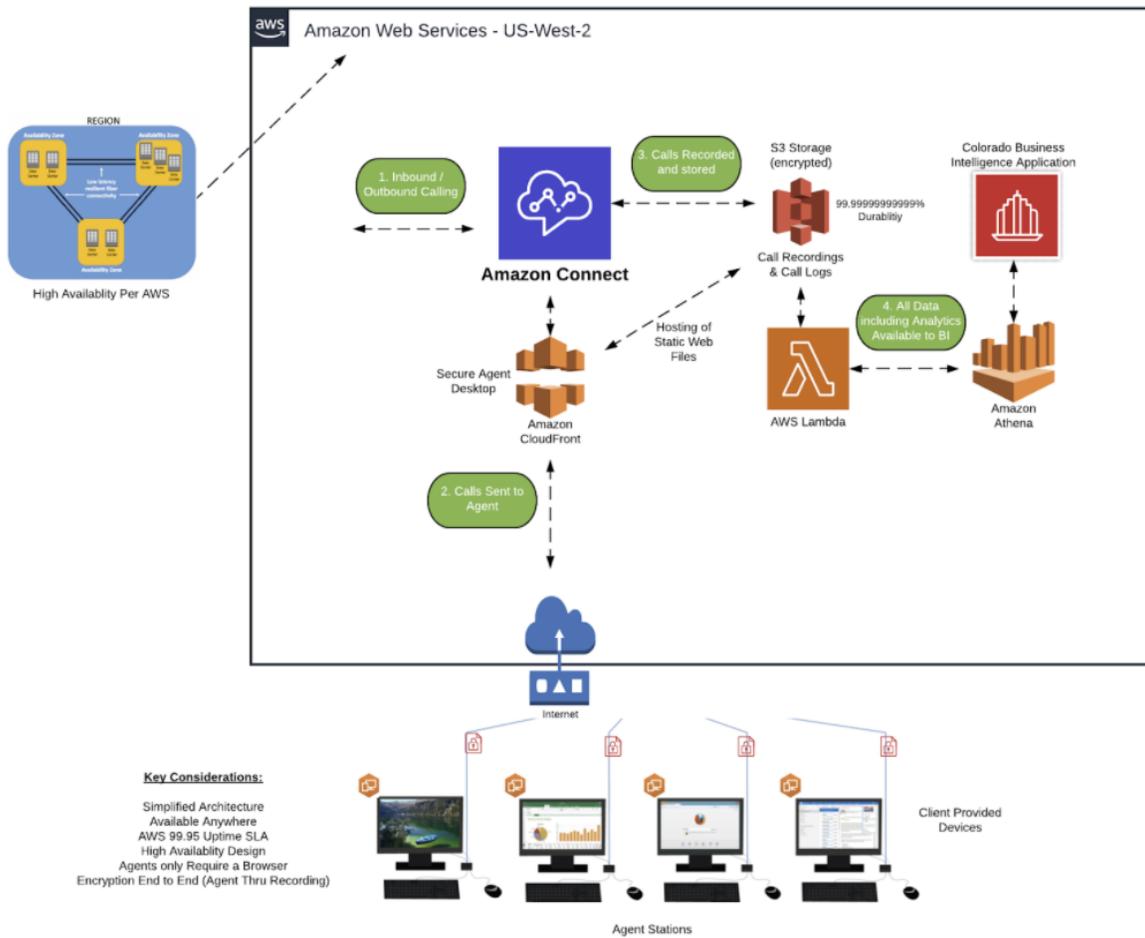
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## WHY THEY CHOSE AWS

Amazon Web Services provides architecture built to meet the requirements of the most security sensitive organizations and fully operational Contact Centers that can be accessed from virtually anywhere.

## WHY THEY CHOSE ASPEN

Determined to help customers reach their goals by implementing solutions that best fit the business needs and utilize a qualified team, experienced in deploying Connect Solutions and Related products to make the integration process as easy as possible.



“Aspen is a key strategic business partner”

Amazon (AWS) Connect is a game changing usage based platform in the Customer Experience space. Aspen is focused on bringing AWS Connect and related services to our customers. Using the AWS platform in conjunction with the expertise of our team, we can significantly impact a companies customer experience.

