




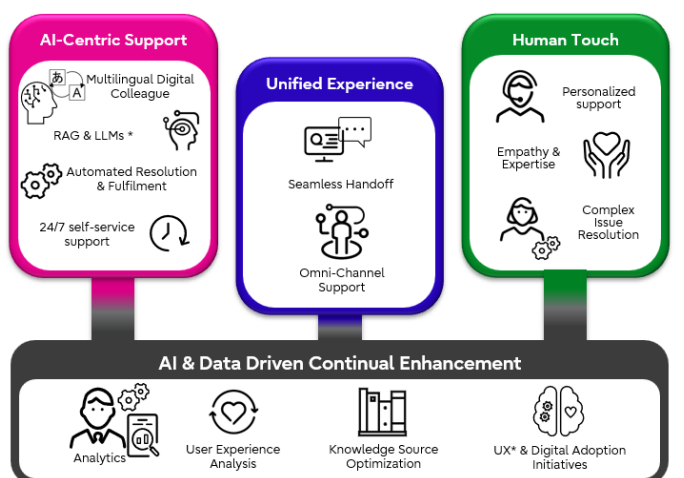
AI-powered, experience driven, human-centric IT support.

Organizations are under increasing pressure to deliver faster, smarter IT support. 57% of service desks now face rising year-on-year demand, while 64% of employees expect their issues resolved the same day. At the same time, 45% of organizations struggle to deploy and manage AI-powered virtual agents due to shortages in specialist skills. And as expectations rise, employees are looking for more natural, human-like interactions from AI support tools. This convergence of soaring demand, faster resolution expectations, limited AI expertise, and the need for more human-centered interactions is creating a major challenge for IT teams striving to deliver modern, high-quality support experiences. Fujitsu Customer Experience Center transforms IT support into experience focused, pro-active and AI-centric support that helps drive a more productive and engaged workforce.

Challenges and Solutions in IT Support

Challenges	Solution
Deliver human-like, conversational experiences using the latest AI technologies.	 Conversational, context-aware digital assistant supported by expert content management—providing fast, accurate help anytime, anywhere, in any language.
Increase delivery speed while managing rising demand for support.	 A built-in automation and orchestration platform with pre-configured workflows that tackle common repetitive tasks quickly and efficiently.
Reduce digital friction to improve the overall employee experience.	 Embedded experience insights and experience management, delivered by Fujitsu advisors, continuously improves the employee experience.

Overview



*RAG...Retrieval Augmented Generation LLM...Large Language Model UX...User Experience

The Fujitsu Customer Experience Center (CEC) is a next-generation service desk that unites advanced technology with the empathy and understanding only humans can offer—delivering support that genuinely reflects the needs of your people.

Available 24/7, 365 days a year in 100+ languages—and fully accessible through Microsoft Teams—Fujitsu's virtual assistant Emi works in harmony with human agents to provide fast, intelligent support. Powered by Large Language Models and Conversational AI, Emi intuitively understands employee needs—providing guidance, answering inquiries, and automatically resolving issues using a rich set of trusted knowledge sources. This delivers faster issue resolution, higher employee satisfaction, and reduced operational costs—through an AI assistant purpose-built for a human-centric support experience.

Grounded in decades of IT service delivery experience, Fujitsu's Digital Experience Experts use AI and data-driven insights from our EX-analytics platforms to continually elevate the performance of our digital self-service channels and end-to-end IT support. By optimizing knowledge sources, refining conversational flows, introducing new automations, and driving digital adoption, we focus improvements on what delivers the greatest business value. This ensures IT support that is more efficient, more intuitive, and better aligned to how your employees work—boosting satisfaction and productivity.

With Fujitsu's global network of delivery centers, Customer Experience Center scales confidently as your organization expands and your business needs evolve. Combined with our ongoing investment in R&D and a strong partner ecosystem, you gain rapid access to the latest innovations—without the overhead of maintaining specialist skills or keeping pace with fast-moving technologies. This ensures your digital support capabilities remain modern, resilient, and truly future-ready.

Key Features

Natural Language Conversation with Digital Assistant

- ✓ Our digital assistant understands employee intent using natural, conversational language—providing support in a fast, intuitive and engaging way.
- ✓ Generative AI produces accurate, context-aware responses by drawing on verified knowledge sources.

Intelligent Automation

- ✓ Powered by our AIOps platform, intelligent automation streamlines and orchestrates complex tasks—delivering faster resolutions and elevating the employee experience.
- ✓ Generative AI accelerates the design and development of automations, seamlessly integrating with your existing systems through pre-built interfaces and APIs.

Continuous Employee Experience & Adoption

- ✓ Fujitsu's user experience and digital adoption specialists leverage insights from our EX analytics platform—continuously improving employee experience and productivity.
- ✓ These insights drive targeted improvements and help identify new opportunities to enhance support, increase efficiency, and boost overall employee satisfaction.

Case Studies

(1) European Manufacturer

With more than 10,000 employees across 100+ countries, this European manufacturer selected the Fujitsu Customer Experience Center as their IT inquiry support desk. Their decision was driven by Fujitsu's proven ability to boost productivity and elevate the employee experience through advanced AI-enabled support.

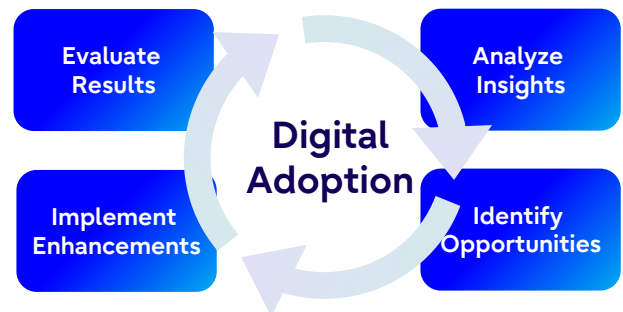
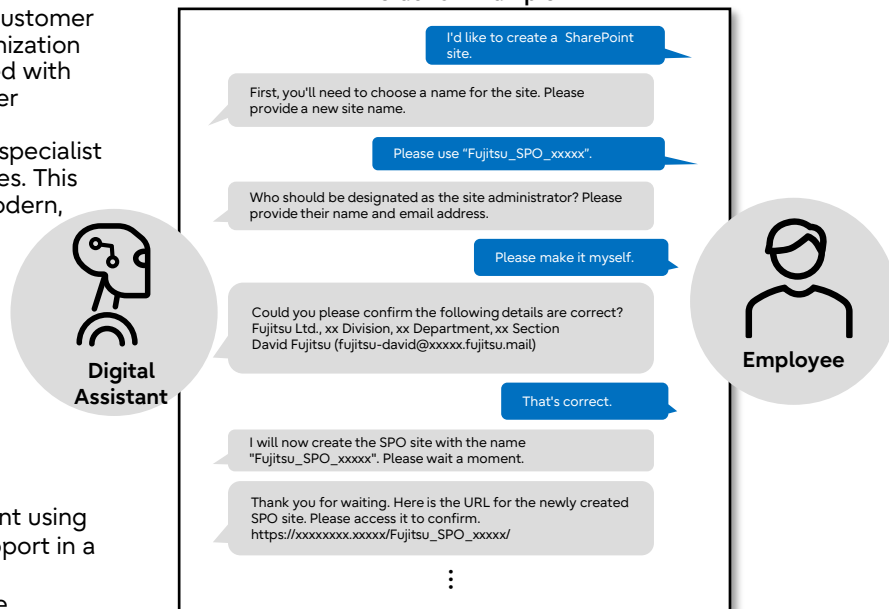
(2) Fujitsu Global Internal Help Desk

As a global internal service for Fujitsu employees, the Fujitsu Customer Experience Center provides fast, reliable support for both IT and HR inquiries. By streamlining resolution and improving access to help, it enhances operational efficiency and elevates the overall employee experience.

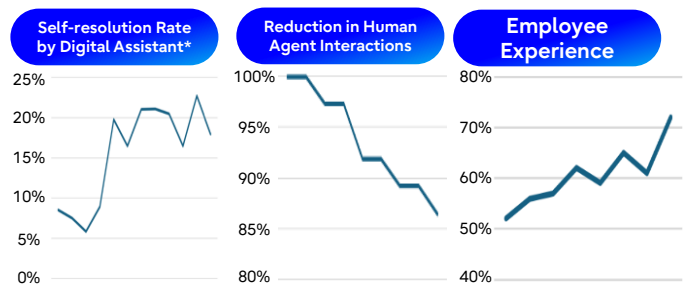
Contact:

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Digital Assistant and Employee Interaction Example



A digital assistant that continually adapts to employee needs—elevated through ongoing evolution powered by Fujitsu's expertise, data-driven insights, and experience-led improvements.



*The percentage of inquiries and requests handled by digital assistant that were resolved by digital assistant.

