

**Fujitsu
UVance**

The Shopping Experience Reimagine d & Fujitsu Profit Protection



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Fujitsu at a glance: Technology & Service



Fujitsu profile

Business



Establish **1935**
More than **80+** years

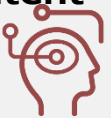
World Fastest Supercomputer



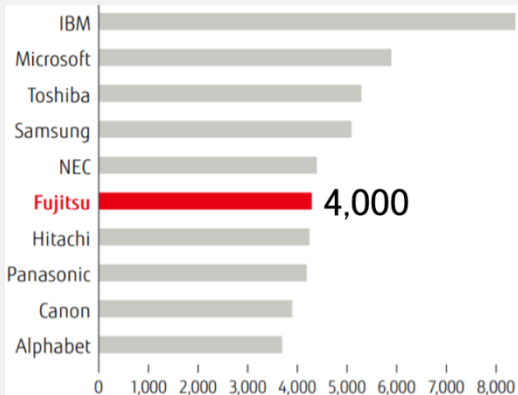
#1
Rank

Source: SC22 Nov 14 2022, in HPCG

AI patent



#6
Rank



Source: WIPO (2019), WIPO Technology Trends 2019: Artificial Intelligence

Employees



130 K

Service Countries



180+
countries

IT Service



#1
Japan



#8
WW

	Japan	Global
Total	1st	8th
Banking & Securities, Insurance	3rd	20th
Manufacturing & Natural Resources	1st	11th
Retail, Transportation, Wholesale Trade	1st	7th
Communications, Media & Services	1st	11th
Education, Healthcare Providers, Utilities	1st	15th
Government	1st	3rd

Source: Gartner®, Market Share: IT Services, Worldwide, 2021

SAP Partnership

Strategic alignment with SAP more than **40** years



Fujitsu Retail Business

Fujitsu provide multi-offering to worldwide 500+ customers.

- Omni-channel
- Personalized Marketing
- Store Analytics
- Customer relation management
- Pos/Mobile



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**Fujitsu American Football
team Frontiers win Rice Bowl
Japan championship 2023!!**



**Fujitsu give you 7" mini foot ball
for autograph session today!!**

How can retail company keep/increase profitability in challenge?

Consumer behavior

- Busy life
- High expectations
- Demand for personalized services
- Health-conscious
- Sustainability

Population

- Changing population structure
- Urbanization
- Labor shortage
- Gen-Z

Digital

- Increasing connectivity among consumer, device, appliance, home and store
- Online merges offline

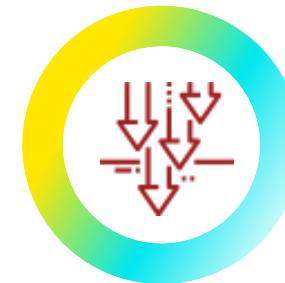
Technology

- IT technology is a core of businesses
- Automation, optimization, etc.



Increasing sales

Fujitsu Flexible Commerce



Cost/Loss reduction

Fujitsu profit protection

Fujitsu UVance

Fujitsu profit protection

Advanced process monitoring and
AI enabled “merge & match”
feature enhancement



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Shrinkage

Loss is escalating!
UK stores, recorded an
18% increase in retail theft in the year to
June 2022***

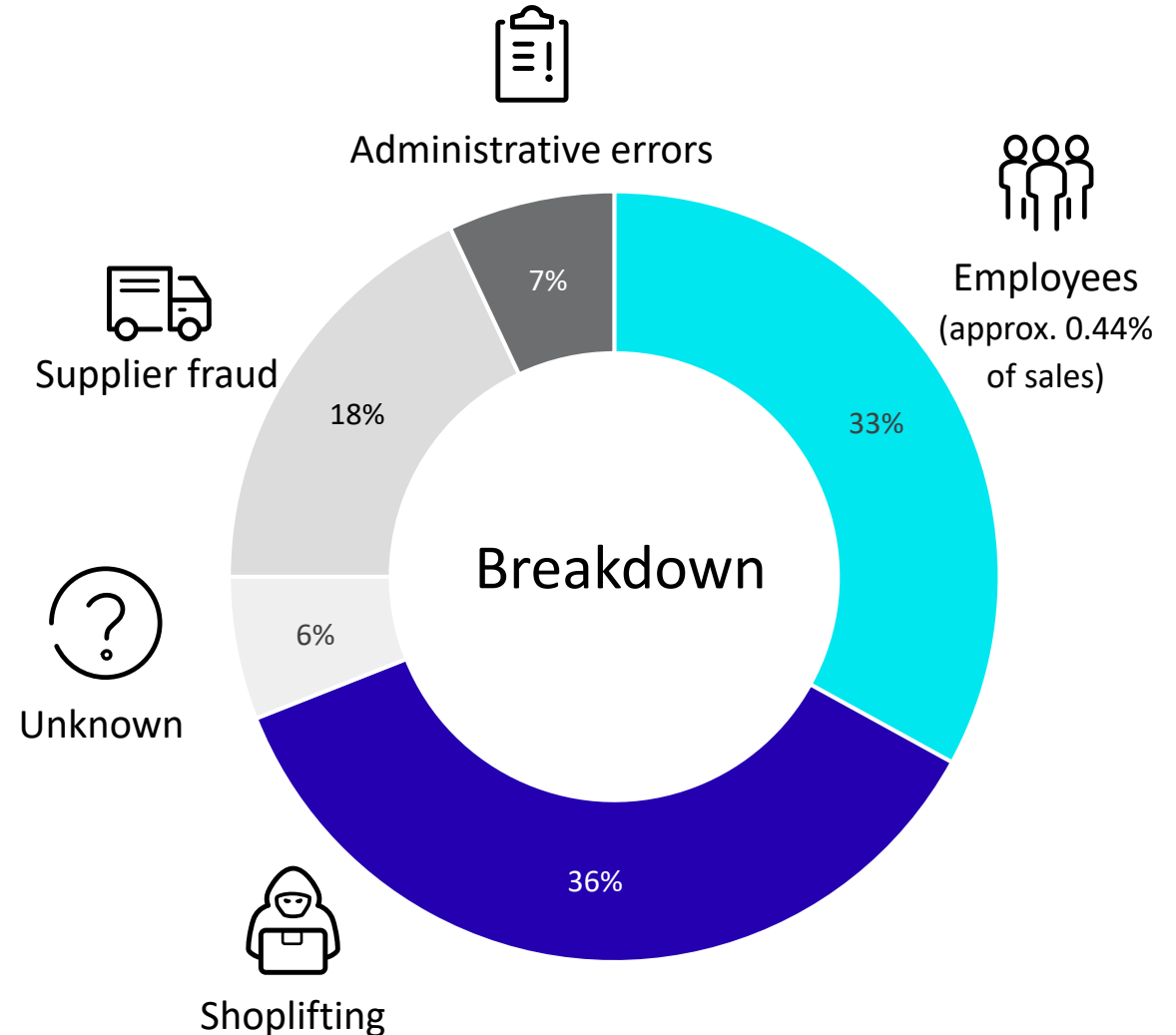
In 2022 total store shrink averages 2%+
in North America

In 2021, retails (US) lost on average
1.62% of sales due to irregularities vs
losses of
1.38% in 2019*

* Source: [NRF 2021 / 2019 National Retail Security Survey](#)

** Source: [SKUFOOD.com](#)

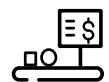
*** Source: [Office of National Statistics, UK](#)



“Fujitsu profit protection” overview

360° view on all store processes

Extraction of business-critical transactions from billions of transactions generated at:



Cash register



Service counter/ scales



Back office /
cash management



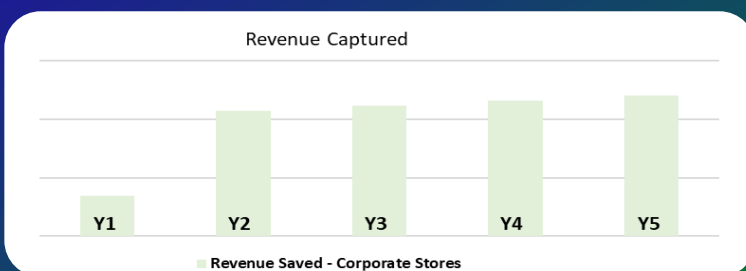
Price reductions /
mark down products



Stock /
inventory differences

ROI in less than 6 months

Easy identification of potentially damaging transactions that indicate intent reduces employee theft in the range of 15 – 25%!



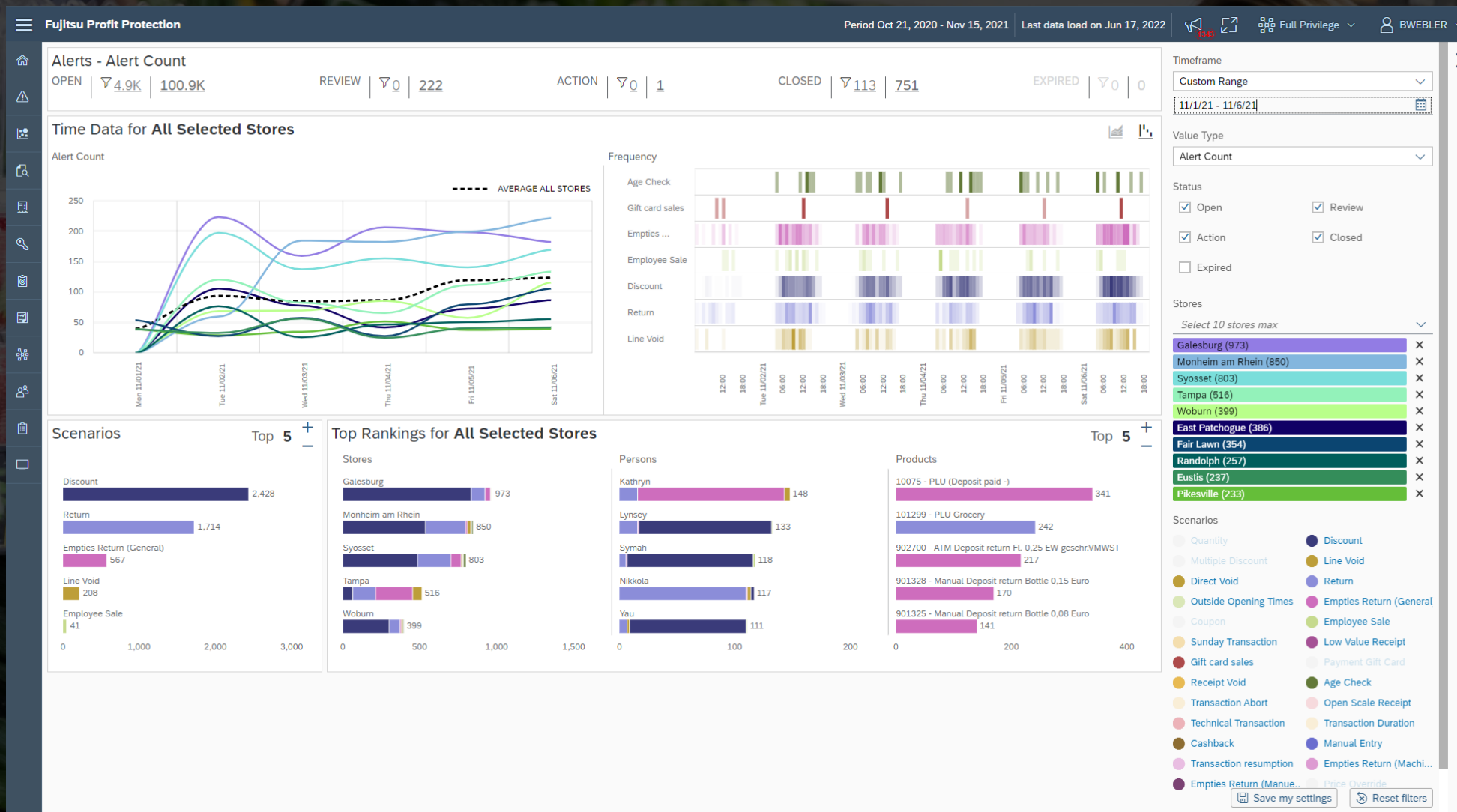
Proven technology

Incorporating more than 25 years of experience in preventing losses for retail. Reduces financial risk and secures process compliance in more than 7,300 stores worldwide.

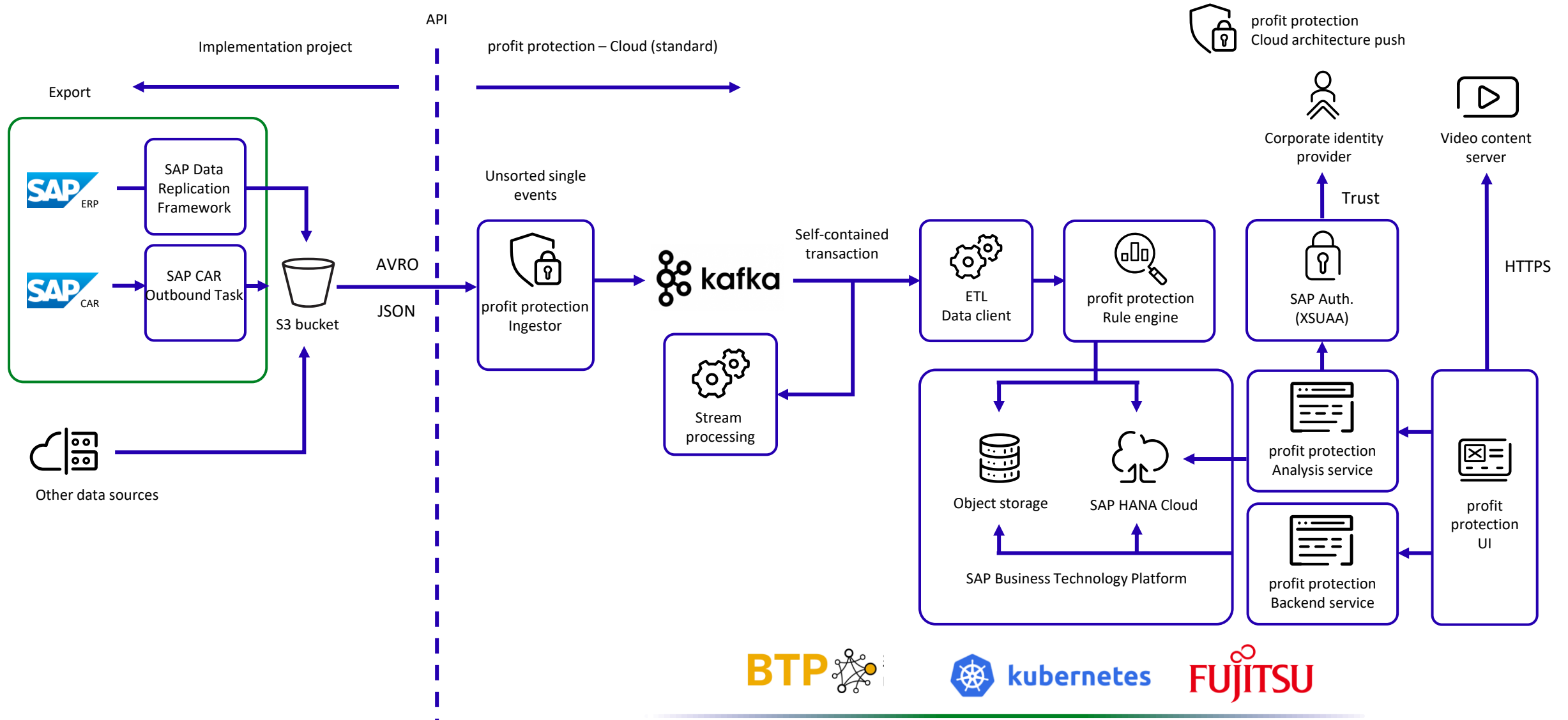
Loss Prevention IP – Fujitsu customers for more than 25 years!



DEMO



SAAS microservice architecture



“Fujitsu Profit Protection” - Savings



Employee theft generates losses in millions each year:
Every hundredth employee in stores becomes detected for fraudulent behavior! ⁽⁴⁾

US \$ 10,000 Million

Retail corporate stores
addressable revenue

“Fujitsu Profit Protection” - Savings

Employee theft generates losses in millions each year:

Every hundredth employee in stores becomes detected for fraudulent behavior! ⁽⁴⁾

Losses in store-based
retail



“Fujitsu Profit Protection” - Savings

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Losses in store-based retail



“Fujitsu profit protection”
Savings for Retail

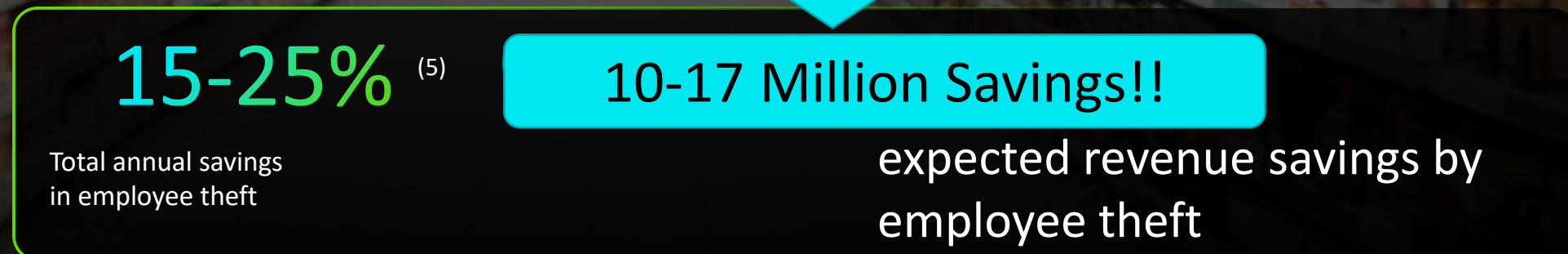
“Fujitsu Profit Protection” - Savings

Employee theft generates losses in millions each year:
Every hundredth employee in stores becomes detected for fraudulent behavior! ⁽⁴⁾

Losses in store-based retail



“Fujitsu profit protection”
Savings for Retail



1. Retail Revenue Example – here 10 Bill US \$ store-based Sales Revenue

2. 2% estimated shrinkage in 2022 for North America: <https://www.skufood.com/2022/02/08/shrink-is-a-huge-cost-in-the-grocery-industry/>. The NRF estimates total Loss to be at 1.62% NRF 2019 National Retail Security Survey

3. NRF 2019 National Retail Security Survey

4. Research of EHI (European Retail Institute, Germany)

5. Business Case is based in confirmed success figures of current clients

Customer feedback for “Fujitsu profit protection”



The unique features of “Fujitsu profit protection” assessed by clients after reviewing multiple competitive offerings:

- ✓ Time to DETECT Fraudulent Transaction dramatically **reduced to 5 days**
 - ✓ Intuitive user interface
 - ✓ Receipt view for transactions accessible on **multiple level**
 - ✓ Access to video sequences synchronizes to **distinct transaction**
 - ✓ **Self-service** to adjust rule logic and thresholds
 - ✓ **Highest flexibility** to cover business logics in rules
 - ✓ Profit Protection combines a range of information from **different data sources** and provides the user with a **cross-application** analysis.
 - ✓ The **automated filtering** of conspicuous transactions leads to an efficient transaction audit and allows for the determination of appropriate measures.
- Fujitsu profit protection is being rolled out **worldwide**
- ✓ **Multidisciplinary consultation** was a significant factor in the **success** of the project
 - ✓ and the adherence to the schedule for the worldwide rollout

Fujitsu
Uvance

Fujitsu Flexible Commerce

Fujitsu Uvance
Consumer
Experience



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What can “Flexible Commerce” offer to Retailer?



Instead of lining up at the cash register, scan the item barcode from the app and settle the payment as it is.

Scan & Pay

Ready for
Use



New Purchasing Experience for Customers (BOPIS)

Online shopping (Online Delivery)

Ready for
Use



Rich and fun shopping experience

AI Shopping Cart (Smart Cart)



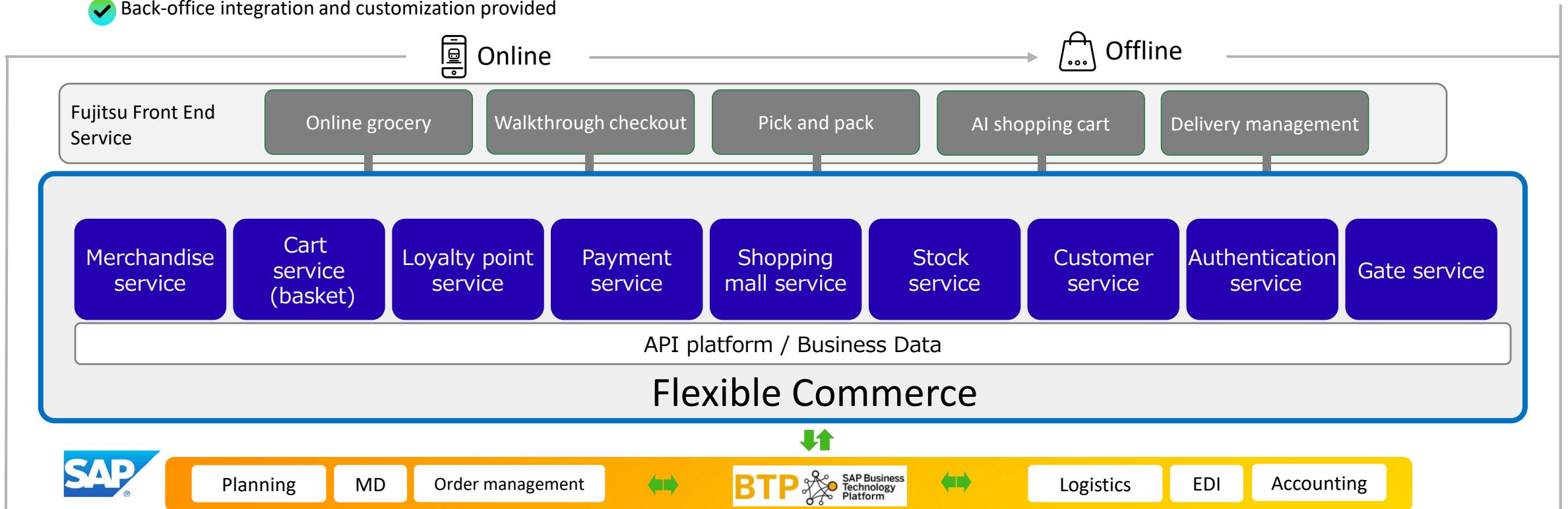
Efficient pick-up work in stores / Task management

Picking and Packing

Fujitsu Flexible Commerce with SAP BTP

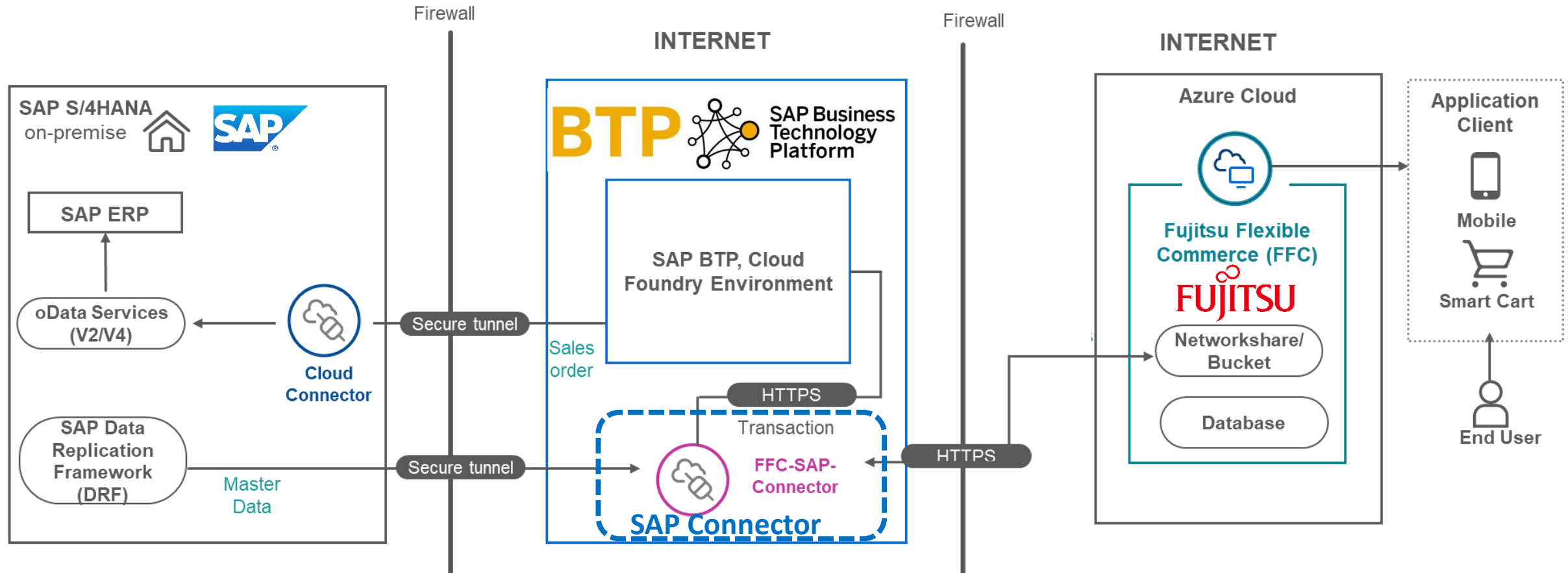
Flexible Commerce is a headless commerce offering with ready for use apps which enables to quickly introduce new services

- ✓ Apps such as Online Grocery are ready for use
- ✓ Flexible scaling by Microservices and Cloud Native architecture
- ✓ SaaS based allows easy service launch
- ✓ Back-office integration and customization provided



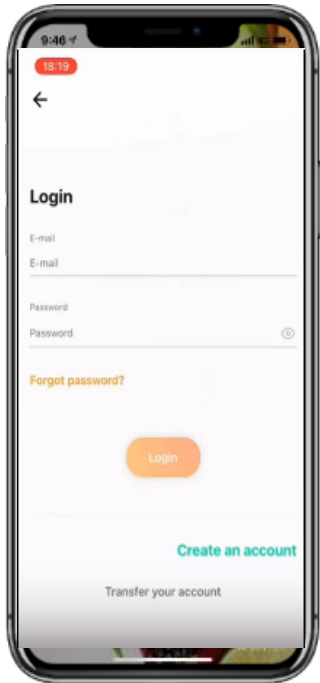
SAP S4 HANA connected by BTP

- Now Flexible Commerce can sync with **SAP S4** through BTP
- FFC – **SAP Connector** runs on SAP BTP as MSA Service



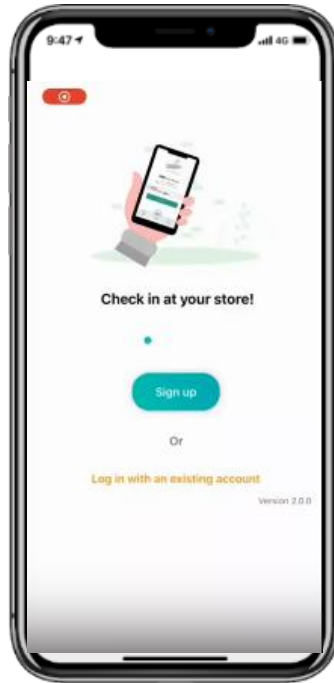
Ready for use: Scan & Pay

Step 1 :
register user



Register e-mail address
and credit card
information in advance

Step 2 :
check-in to store



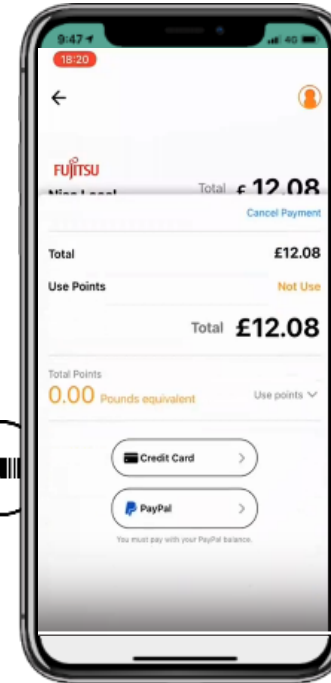
Check in to close by
store using GPS

Step 3 :
scan barcode



Scan barcode
on shelf or items

Step 4 :
payment



Pay in app wherever in
store – no need to line up
in the queue

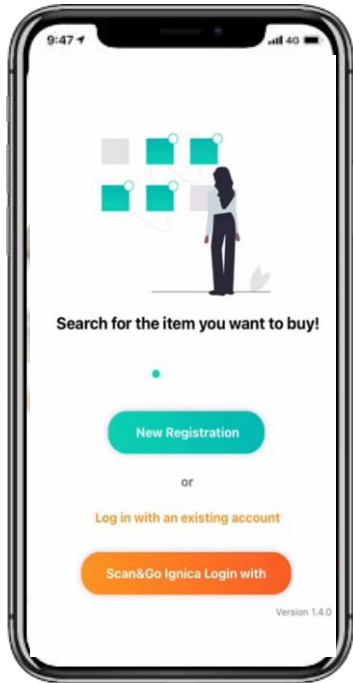
Step 5 :
checkout store



Scan QR code on the exit
gate to complete your
check out

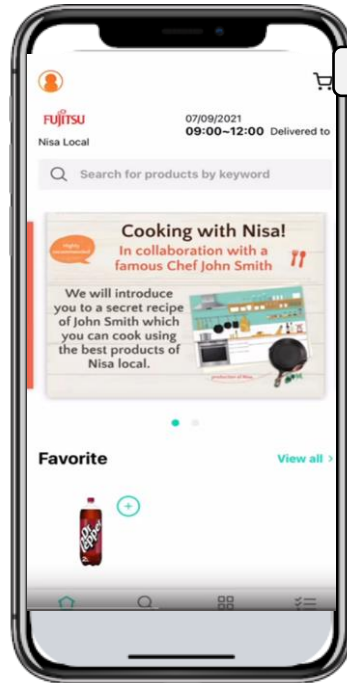
Ready for use: online shopping (shopper app)

1 Smartphone app



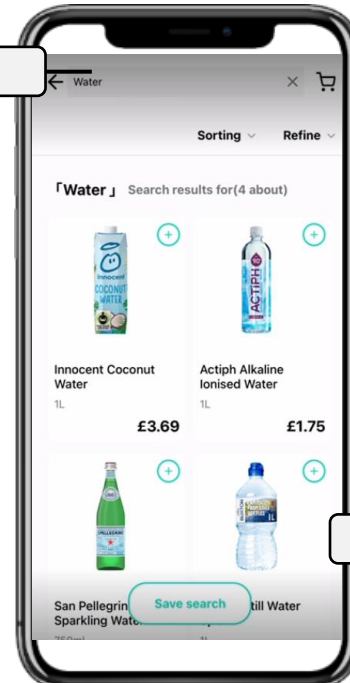
Intuitive CX with Mobile Native app

2 Store search



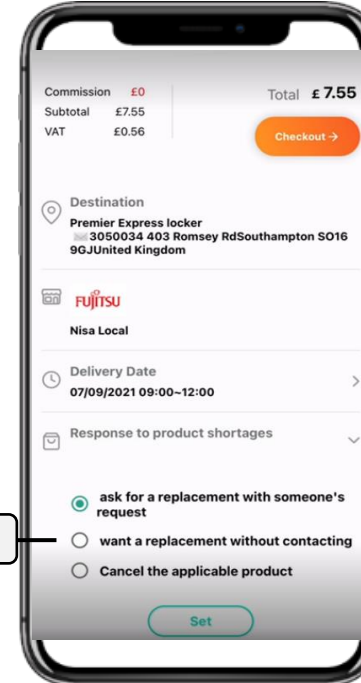
Search close by store to deliver from GPS information

3 Text search



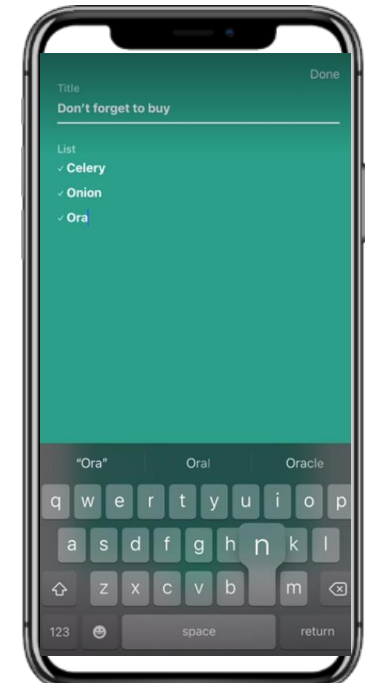
Search for a string easily

4 Decide for shortages



If product shortages, you can change to response

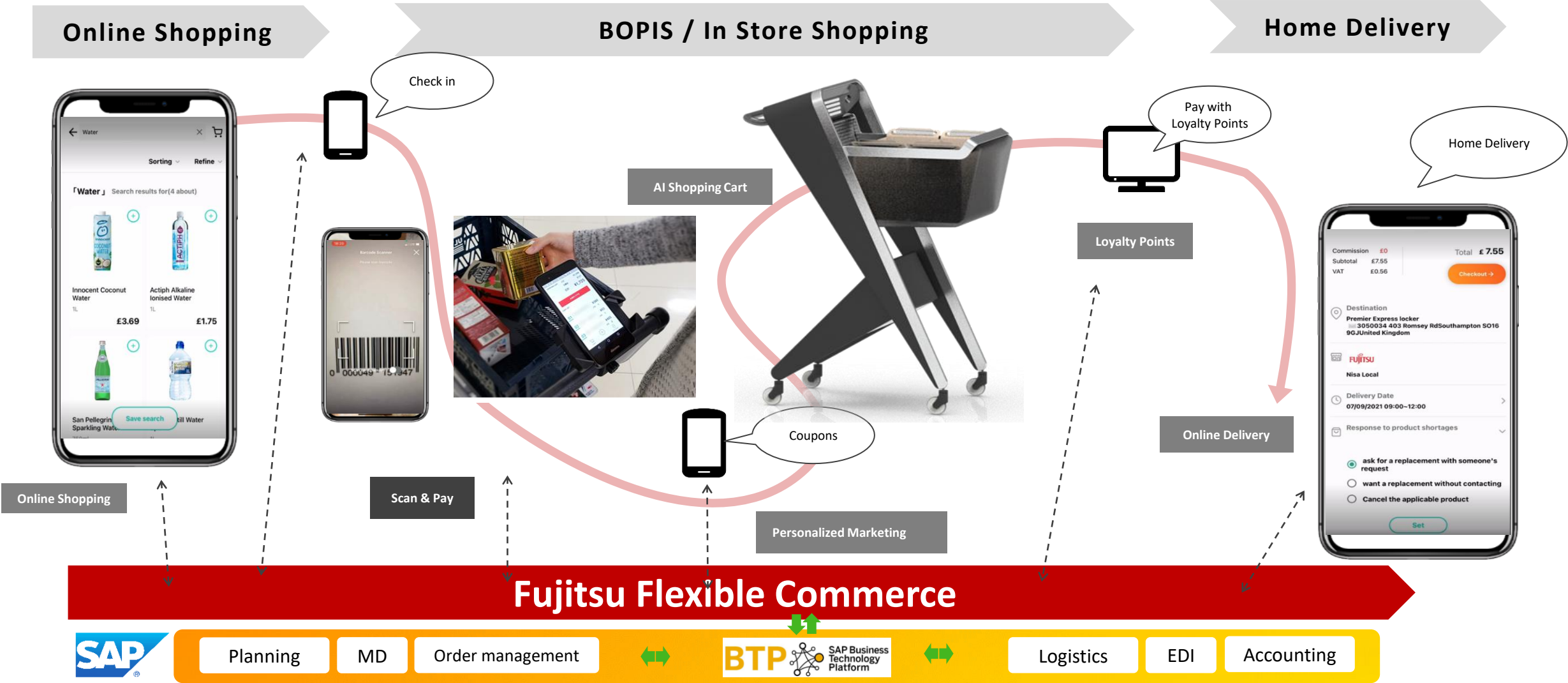
5 Shopping list



Shopping list at Purchase list in order to remind customer

Ready for use: Digital Journey for BOPIS

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AI Shopping Cart



Q & A



