



Auckland Transport

From paper to pixels



Fujitsu has helped Auckland Transport (AT) successfully implement ServiceNow to digitally transform manual and paper-based tasks. AT has streamlined and simplified processes to reduce operational costs and improve customer experience.

Challenge

Auckland Transport was experiencing significant challenges from both Customer Service Experience and Employee Service Experience perspectives due to the paper-based forms and error-prone manual processes underpinning their business.

Solution

AT has fully digitised the process for people who are applying for a driveway entrance / footpath vehicle crossing. The new solution provides a workflow that is easy, unified and transparent.

Outcomes

- 20% cost reduction in processing applications
- 100% visibility into workloads, volumes and service levels
- 12 weeks to complete from definition workshop to Go Live

“The experience working with the Fujitsu team has been fantastic. Not only have they been highly collaborative and a very responsive partner to work with, but they have brought out the best in ServiceNow and taken our customers with them every step of the way.”

Roger Jones, Chief Technology Officer, Auckland Transport

Industry:
Public Sector

Location:
New Zealand

Website:
at.govt.nz

About the customer

Auckland Transport (AT) is a council-controlled organisation in New Zealand responsible for all the Auckland regions transport services, from roads and footpaths, to cycling, parking and public transport. AT's purpose is to tiaki all who use transport in Tāmaki Makaurau, Auckland. For AT, tiaki is to care for, enable and deliver a transport system that contributes to a more thriving and sustainable city.



20%

cost reduction in
processing applications

Auckland Transport's journey to digital transformation

AT has been listening to customers who found paper-based forms and manual processes challenging when applying for a driveway entrance / footpath vehicle crossing. Customers didn't have visibility into the status of requests and could not follow up easily as communications were managed by mailbox.

Employees also faced challenges, particularly around the lack of mobile capability. Compliance auditors had to capture notes from their site audits in paper forms and reserve dedicated time to manually transcribe audit results into the legacy systems when they got back to the office.

Even though the team had done a great job within those constraints, employees were unable to service the ever-growing backlog, even with two FTEs dedicated to manually creating and sending customer letters and notifications.

Customer compliant pre-configured workflows

Using the expertise of ServiceNow and Fujitsu, AT has transitioned to a fully digitised end-to-end process while ensuring the customer remained front and centre.

A self-service portal was created that gave Aucklanders the ability to submit their own requests, book appointments, check the status, and submit an inquiry in real-time.

AT employees now use case management tools and take advantage of digitised, streamlined, and automated end-to-end 'Vehicle Crossing (VXG) Processes, thus bettering their own working lives and those of the people they serve. Compliance Auditors receive assignments in real-time while in the field. They are also given the ability to capture the results from their field work digitally. A PDF Generator then automates the creation of customer correspondence letters and compliance certificates.

Workflow automation to drive operational efficiency and reduce costs

AT now has 100% visibility into workloads, volumes and service levels. There has been a 20% reduction in the cost of processing applications, and 6,500 customer correspondence letters (PDF documents) have been auto-created. The two FTEs who were assigned to manual data entry can also now contribute towards more meaningful work.

Fujitsu's methodology of co-creating and implementing rapid solutions helped the solution go from definition workshop to GO Live in just 12 weeks. "The experience working with the Fujitsu team has been fantastic," explains Roger Jones, Chief Technology Officer, Auckland Transport. "Not only have they been highly collaborative and a very responsive partner to work with, but they have brought out the best in ServiceNow and taken our customers with them every step of the way."

In the future, AT will transform its ServiceNow investment from just another IT software system to a key strategic platform that is the foundation for any automation project they embark on.

Customer:



Fujitsu

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April 2025