FUJITSU

Now *that's* Fujitsu in Europe

Turning pressure into progress



Europe is unique. The ground keeps moving beneath Europe's *technology leaders*

Winning in Europe requires designing governance, sovereignty, and resilience into the operating model - not treating them as compliance add-ons.



1. EU Commission *GDPR enforcement to date: 2,245 fines, ~€5.65bn total (as of March 2025); 2. CMS Law; 3. cpl.thalesgroup.com; 4. infinigate.com

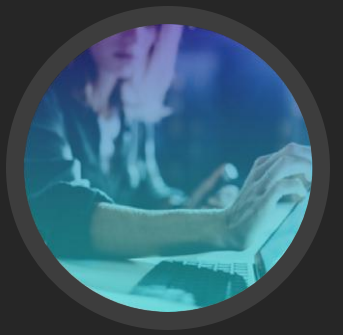
Transformation keeps moving

It is becoming the way organizations operate — continuously, dynamically and often under pressure.

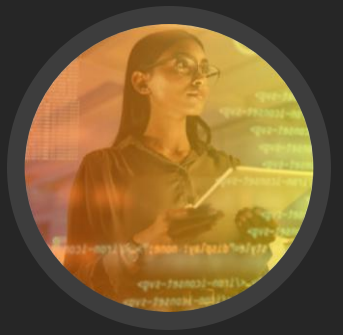
Read Fujitsu's Technology & Services Vision



4 Four shifts are redefining technology leadership



The new era of business leadership, **powered by technology**



The technology leaders' role is expanding, towards Operational Technologies (OT) and cybersecurity



Legacy modernization remains a digital priority while accelerating adoption AI and emerging tech



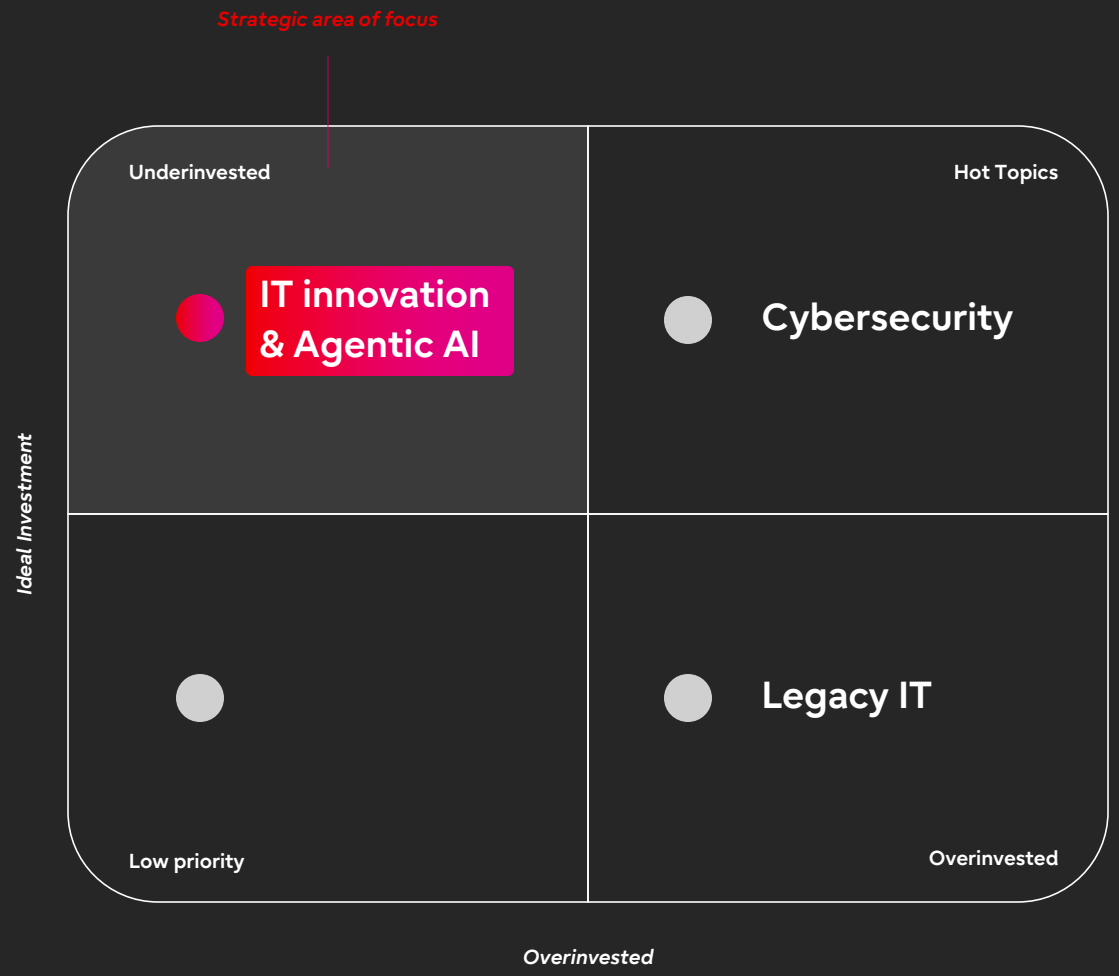
The new dynamics of innovation and technology agnostic partnership is crucial and needed from day 1

Every breakthrough forces a *harder investment choice*

Leaders face a constant balancing act: funding future growth while sustaining legacy systems and defending against evolving cyber threats.

Download eBook

Read more: The European Tech Leader's Breakthrough Moment



Technology Leadership is more important than ever

Europe's technology leaders have earned their place at the top table.

85%

believe their influence is more significant than ever.

85%

feel empowered to make strategic decisions.

83%

are optimistic about the future role of their IT department.

85%

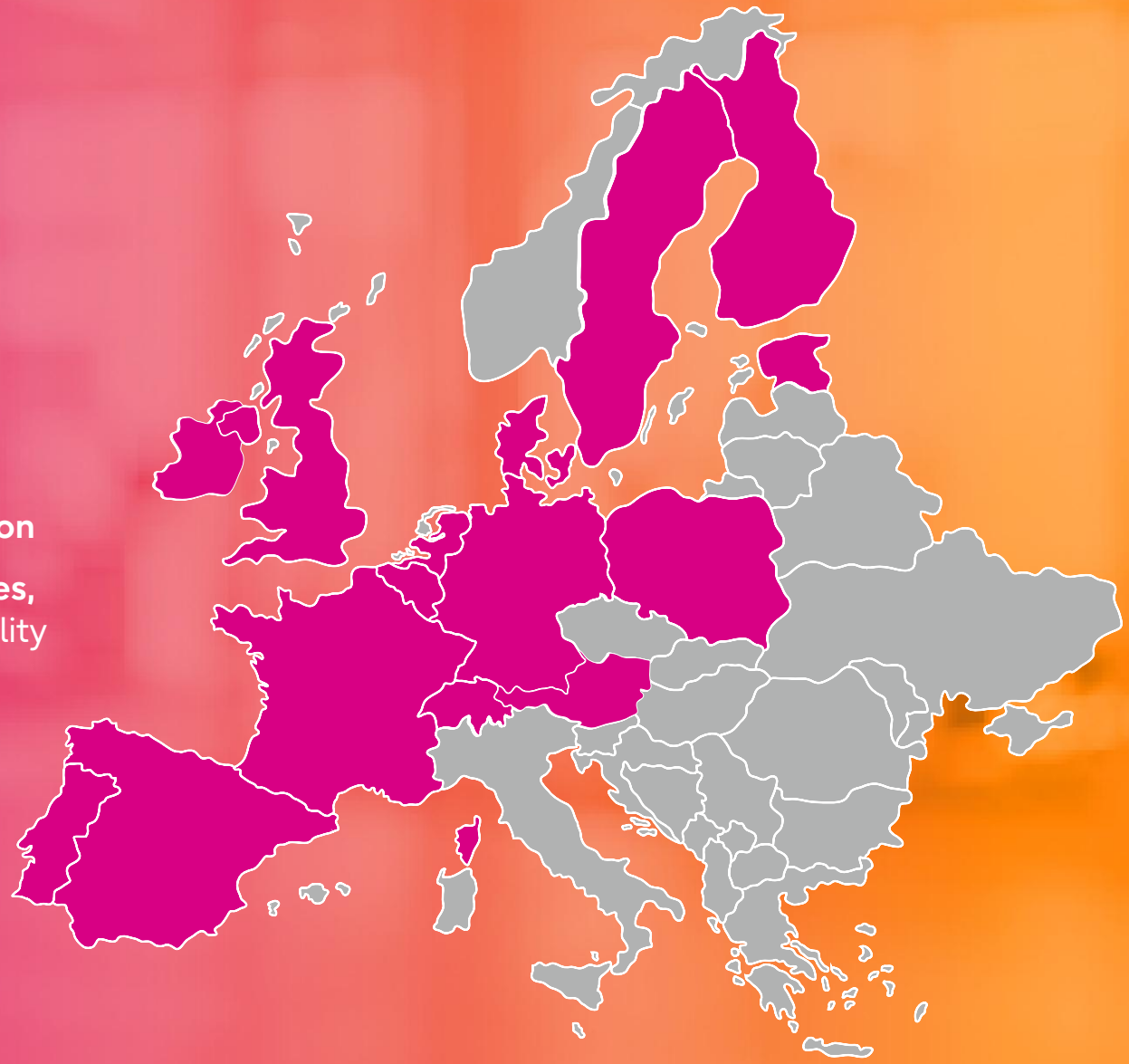
report that IT is seen as a strategic function by executive leadership

84%

State that they are subject to more scrutiny and pressure than ever and are asked to take on more responsibility

Fujitsu in Europe: Global scale, local relevance

- 11,000 people employed across Europe in 10 countries
- Many of Europe's **largest** organizations in **public and private sectors trust Fujitsu** to **deliver technology-led transformation**
- **We lead** in the **delivery of workplace transformation services,** supporting over **4 million** users, now with full agentic capability
- We deliver alongside **world-leading partners** to create integrated solutions and **enhance** our **delivery capability**
- We provide an end-end technology and services portfolio – with **capability** to **deliver at scale globally,** with a local presence



Practical. Trusted. Measurable ***transformation.***

Fujitsu in Europe

Modernization Services

Transforming legacy systems, data, and applications into secure, cloud-ready, AI-enabled digital platforms

ServiceNow

Workflow transformation to streamline operations and processes, and improve productivity

Digital Sovereignty Services

Secure Sovereign digital infrastructure ensuring data, control, compliance, resilience and trusted national capabilities

Quantum

Solving complex optimization and simulation challenges with quantum inspired and quantum computing

Digital Workplace Services

AI-powered digital workplace where autonomous agents augment employees, automate tasks, and accelerate productivity

Defence

Digital AI-enabled capabilities strengthening defence ops, intelligence, resilience and national security



Consulting by Fujitsu

Global capability.
Local impact.
One trusted ecosystem.

Our tech partners

OpenAI ANTHROPIC NVIDIA
cohere GK celonis
Microsoft SAP aws
Microsoft Azure servicenow
UiPath ORACLE

Uvance Wayfinders

Consulting by Fujitsu

Driving change and delivering real impact from data, AI and transformational technologies.

uvance Wayfinders

Powered by Fujitsu

- Global technology and IT services
- Industry-specific solutions
- Advanced computing
- Sustainability-focused innovation

Our capabilities

- Tech-enabled business transformation
- AI Factory
- Commercial Excellence
- IT Value Transformation
- Supply chain resilience and optimization
- Digital sovereignty

FUJITSU

Next: progress in action

Across Europe, technology leaders are responding to constant change by transforming how their organisations operate, innovate and serve people.

The customer stories that follow show how Fujitsu helps turn dynamic transformation into measurable impact.



FUJITSU

Now *that's* digital transformation

Stories of change and impact

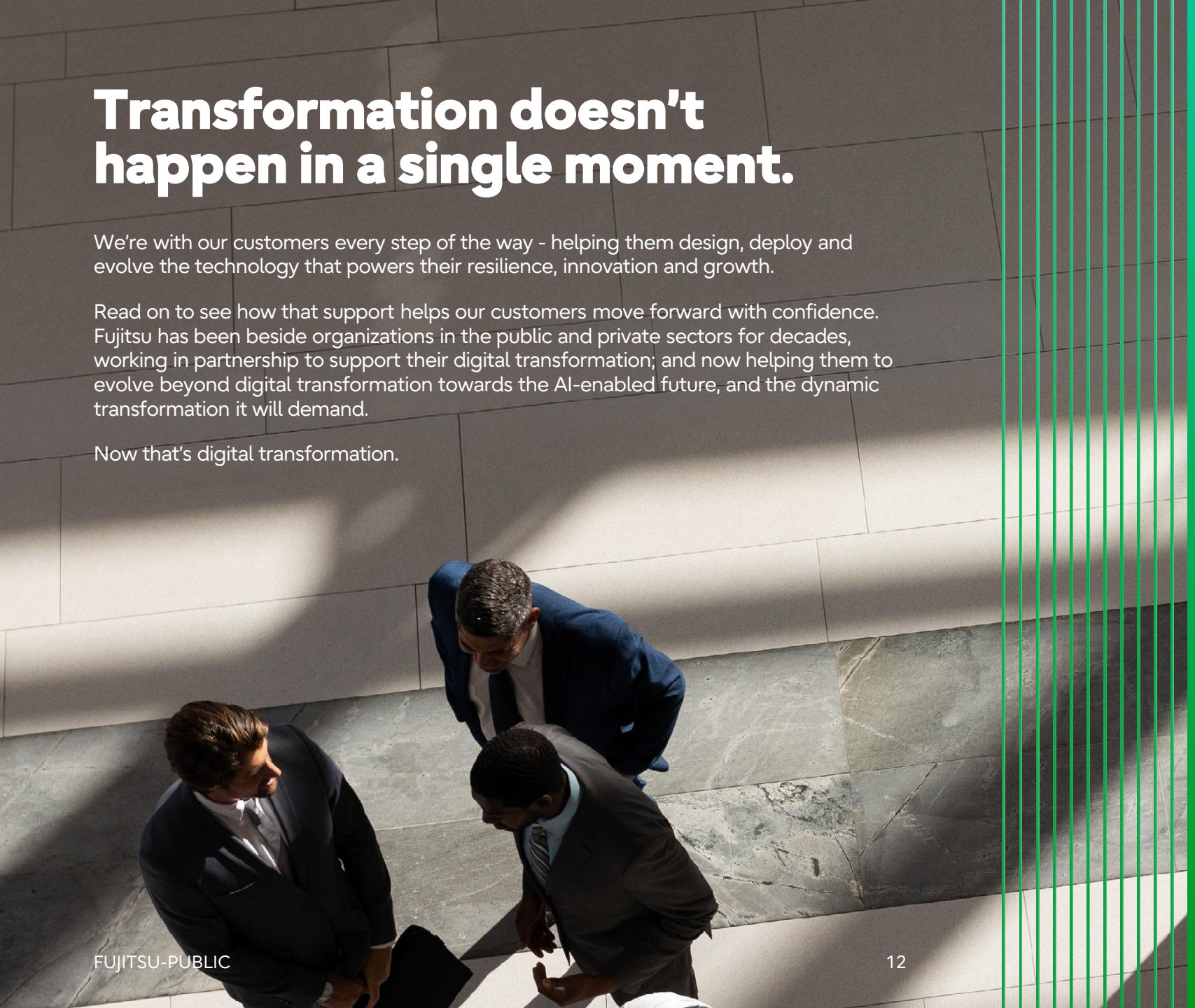


Transformation doesn't happen in a single moment.

We're with our customers every step of the way - helping them design, deploy and evolve the technology that powers their resilience, innovation and growth.

Read on to see how that support helps our customers move forward with confidence. Fujitsu has been beside organizations in the public and private sectors for decades, working in partnership to support their digital transformation; and now helping them to evolve beyond digital transformation towards the AI-enabled future, and the dynamic transformation it will demand.

Now that's digital transformation.



"Today's CIO needs to be more adaptable than ever, with the leadership skills to navigate ambiguity."

Bert Dillen
CIO, Mazda Motor Europe

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Digital transformation in 2026 – the next shift waiting to be seized

Digital transformation was never the finish line. The idea of a one-off program with a start date, a go-live and a clear end point no longer reflects reality. Technology-enabled change has become more dynamic and continuous; a constant rhythm of iteration, adaptation and reinvention.

"CIOs need to make sure the basics are fully under control before they can be credible in promoting innovation."

Tom Tanghe
General Manager - IT Center EMEA, Daikin

85%
of European tech leaders say IT is now seen as a strategic function by executive leadership.

90%
of IT leaders report that economic disruption has increased their focus on IT cost optimization initiatives.

84%
believe IT needs to become a more creative force across the business.

85%
aspire to be AI-enabled within 12-24 months.

64%
say legacy technology is actively holding back innovation, and consumes 25-49% of their budgets.

Thanks to diligent digital transformation efforts over the past decade, the role of IT has evolved from a support function to a driver of business growth and strategic innovation. Now, on the precipice of arguably the next 'big shift', 83% of tech leaders in Europe say they must continue to reinvent their function to reflect the changing demands of the business.

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"The CIO is in a privileged position to have visibility across the business functions and lines of business, which puts us in a strong position to identify transformation opportunities. Then, the name of the game is business transformation – not just technology transformation."

Colin Shenoy
CTO, Diageo

We are proud to introduce you to the tech leaders who are seizing the shift today, and preparing for the next one as they take bold steps towards becoming AI-enabled.

They come from different sectors, different geographies and different starting points. But they share something important: a decision to act, a partner to trust, and a story of digital transformation.

AI is accelerating expectations. Legacy is holding back delivery. And the organizations that are winning are the ones that treat every change - large or small - as an opportunity to close the gap.



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Driving to a cloud-first future

MAZDA

Mazda Motor Europe – Belgium – Automotive & Cloud

Mazda Motor Europe (MME) is the European arm of global automotive brand Mazda, managing operations across 28 locations in 23 countries - a business that demands agile, scalable and always-on IT infrastructure.

Challenge

Mazda's ambition to become a 'Connected Company' required moving away from costly, rigid on-premises infrastructure. The company needed faster time-to-market, transparent cost management and the ability to orchestrate operations intelligently across a complex, multi-country environment.

Solution

In a multi-million dollar, five-year engagement, Fujitsu is migrating Mazda's business-critical operations at 28 European locations to a public cloud infrastructure built on AWS and Oracle Cloud. The program delivers a sophisticated combination of AIOps (intelligent infrastructure management), DevOps (faster development and deployment), FinOps (cloud cost transparency and optimization) and Security Services — enabling Mazda to intelligently orchestrate infrastructure, applications and services across a hybrid cloud ecosystem.

Outcomes

- Migrating 600 systems to a modern, multi-cloud environment.
- Cost transparency and optimization built into the fabric of IT operations.
- Greater agility to respond to changing consumer demands across 23 markets.
- A scalable platform ready for future growth, acquisitions and innovation.



We had growing pains, but we believed in the partnership with Fujitsu. I know that we achieved a good result we can be proud of.

Bert Dillen
CIO, Mazda Motor Europe

Now that's digital transformation.

See the full story.

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Personalizing healthcare for everyone

Hospital Universitario La Paz
SaludMadrid
Hospital Carlos III
Hospital Cantoblanco

Madrid Health Ministry – Spain – Healthcare & AI

The Madrid Health Ministry is the administrative and management body integrating every public hospital and public health service in the Community of Madrid - one of Europe's largest regional health systems.

Challenge

For decades, the promise of truly personalized healthcare has remained elusive. Every individual can have up to 50,000 genomic variants, and identifying the five to ten with the greatest clinical significance requires a vast amount of computing power and specialist expertise. Until now, there was no single platform that brought together all the genomic analysis and clinical data needed to make it work at scale.

Solution

Madrid Health Ministry partnered with Fujitsu - working alongside genomic specialists Vocali, GenomCore and ZettaGenomics - to build MEDIGENOMICS: Spain's first platform to integrate the entire process of genomic studies on a single system in a simple, automated way. Leveraging AI and machine learning analytics, the platform can identify clinically relevant variants at speed, predict disease risk, and connect patient data with care teams for faster, more personalized treatment decisions.

Outcomes

- Clinicians gain faster, more accurate insights - reducing wasted time and improving treatment decisions.
- Patients receive personalized treatment pathways based on their unique genetic profile.
- The system creates a foundation for predicting the risk of common diseases including Parkinson's, Alzheimer's and coronary artery disease.
- The health system becomes more efficient as providers share and standardize genomic knowledge across the region.



We can build a future where everyone leads a better life as they see a personalized view of their own health.

Professor Pablo Lapunzina
Scientific Director of CIBERER and Head of the INGEMM-IdiPAZ Research Group

Now that's digital transformation.

See the full story.

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Building a resilient IT foundation across EMEA

Daikin Europe – Belgium – Manufacturing & Cloud

Daikin Europe is the leading manufacturer of HVAC&R solutions, headquartered in Ostend, Belgium, with €5 billion in annual revenue, 14,000 employees, and operations spanning 130+ locations in over 30 countries.



Challenge

As Daikin expanded through acquisitions and innovation, its IT landscape became increasingly fragmented. Legacy systems were struggling to meet the demands of business-critical operations, and even a minor IT disruption risked rippling across its European infrastructure. The company needed to modernize not just its technology - but its entire operating model.

Solution

Fujitsu was selected as Daikin's strategic transformation partner for a five-year engagement, covering the full spectrum from data center to cloud across 130 locations and 14 manufacturing plants. Using Microsoft Azure as the cloud platform, Fujitsu introduced intelligent automation, AIOps observability, and cloud cost management (FinOps).

The best IT service is the one people don't notice because it just works.

Bram Inghelbrecht
Head of IT Infrastructure, Daikin Europe

Outcomes

€0.97M
in network savings through infrastructure modernization.

€0.95M
in cloud optimization savings through FinOps initiatives.

227
network switches replaced across EMEA in seven months, zero disruption.

100+
active projects now running between Daikin and Fujitsu as a strategic alliance.

Daikin's IT teams transitioned from daily firefighting to roles focused on architecture, innovation and strategic growth - the shift from 'run' to 'transform' made real.

Now that's digital transformation.

See the full story.

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Modern ERP powers public sector efficiency

Eesti Töötukassa



Estonian Unemployment Insurance Fund — Estonia — Public Sector & ERP

Eesti Töötukassa (Estonian Unemployment Insurance Fund) is Estonia's national unemployment insurance body, supporting citizens through benefits, employment services, and active labor market programs. As a public sector organization managing sensitive financial, HR, and citizen data, it operates under strict compliance requirements and high expectations for service delivery.

Challenge

The Fund's legacy ERP system was becoming a constraint on its ambitions. It lacked the automation, transparency, and integration needed to operate efficiently at scale - and could not connect seamlessly with Estonia's national e-government services and registries. Teams had to switch between disconnected systems, manual processes were common, and the ability to make data-driven decisions was limited.

Solution

Selected through a public tender for its local expertise and track record in public sector digital transformation, Fujitsu upgraded the Fund's ERP to Microsoft Dynamics 365 Business Central. The project covered finance, HR, and payroll modules, with full data migration and integration with Estonian government registries and financial institutions.

Fujitsu helped us build a unified, future-ready system that improves transparency and efficiency.

Raina Talvi
Head of Information Systems Development, Estonian Unemployment Insurance Fund

Outcomes

- Real-time dashboards and automated reporting have significantly boosted efficiency and reduced errors.
- Finance and HR teams benefit from faster approvals, seamless data exchange, and enhanced audit trails.
- A single integrated system has increased transparency and improved decision-making for both internal staff and external partners.
- Internal user satisfaction has risen, with improved ease of use and faster access to information.
- Full integration with Estonian government registries eliminates manual data transfers and reduces administrative overhead.

Now that's digital transformation.

See the full story.

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Cloud-driven healthcare transformation

TOPCON Healthcare

Topcon Healthcare — Finland — Healthcare & Cloud

Topcon Healthcare, part of the Topcon Group, is a global healthcare technology company specializing in advanced ophthalmic imaging, diagnostic devices, and connected digital platforms. Guided by its "Healthcare from the Eye" mission, the company uses retinal data, cloud technology, and AI to enable earlier detection of ocular and systemic disease and support preventative healthcare worldwide.

Challenge

Topcon Healthcare's IT estate had grown across different regions, technologies, and management approaches, creating fragmented on-premise infrastructure that was difficult to manage, secure, or scale. As the company accelerated its digital ambitions - expanding cloud services, enabling AI, and moving beyond device-led offerings to a platform-led healthcare business - a modern, cloud-first foundation became essential. The stakes were high: Topcon's customers are in production treating patients, meaning downtime during operating hours simply was not acceptable.

Solution

Topcon Healthcare selected Microsoft Azure as its future platform and chose Fujitsu as its implementation partner for its deep Azure expertise and experience in regulated industries. Over 12 months, Fujitsu migrated more than 100 live production environments - representing over 400 servers and roughly one petabyte of image data - to Microsoft Azure worldwide, with critical services kept continuously available throughout.



Delivering a secure, global healthcare platform in just 12 months was ambitious, but Fujitsu made it possible without compromising security or patient care.

Carlos Gameiro
Head of Cloud, Topcon Healthcare

Outcomes

12 months
to deliver a secure, AI-enabled global healthcare platform.

100+
live production environments migrated, representing 400+ servers and ~1 petabyte of image data.

Now that's digital transformation.

See the full story.

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Driving sustainable growth

REITAN CONVENIENCE

Reitan Convenience Sweden – Sweden – Retail & Sustainability

Reitan Convenience Sweden (RCS) is the leading convenience retailer in Sweden, operating 400 stores under its Pressbyrån, 7-Eleven, and Pressbyrån PBX brands. Around 350,000 people visit its stores every day. Owned by the Norwegian REITAN Group, RCS is committed to making convenience more sustainable and sustainability more convenient.

Challenge

RCS needed cost-effective, high-quality store support services and application management across a wide range of systems – enabling great working and shopping experiences while reducing cost, friction, and emissions across the business.

Solution

Fujitsu provides a full range of advanced store operation services: central and local application management and development, real-time data transfer, and end-to-end ownership of store IT. A Sweden-based service desk gives franchisees 24/7 access to local, expert support – functioning as a natural extension of the RCS team.

Outcomes

94/100

All-time high franchisee satisfaction score, driven by fast, local expert support.

Real-time data centrally enabled: better inventory visibility, campaign fulfilment, and significantly reduced manual workload for store staff.

Sustainability goals advanced: remote support has significantly cut on-site technician visits, reducing carbon footprint, alongside migration to energy-efficient data center solutions.



Fujitsu's deep retail global domain expertise helps us streamline our operations, enhance the store experience, and put sustainability at the core of our business.

Henrik Carlsson
CIO & CDO, Reitan Convenience Sweden

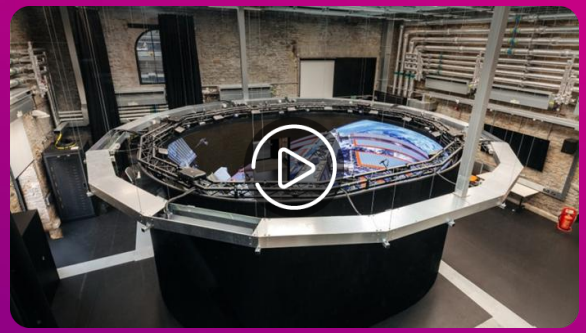
Now that's digital transformation.

See the full story.

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Turning digital twins into real-world impact

University of BRISTOL



University of Bristol BDFI – UK – Education & Digital Twins

The Bristol Digital Futures Institute (BDFI) is a research institute at the University of Bristol that brings together researchers, industry and communities to explore how digital technologies shape our world. Focused on interdisciplinary collaboration, BDFI supports innovative projects that drive social, economic and environmental progress through responsible digital innovation.

Challenge

BDFI needed a secure, scalable platform for its new Reality Emulator – capable of supporting digital twin modeling, immersive visualization and collaboration, while protecting sensitive research data and intellectual property.

Solution

Fujitsu delivered a software-defined data center with secure multi-tenancy, custom monitoring, hands-on training and ongoing support to help BDFI establish and manage the Reality Emulator.

Now fully operational, the Reality Emulator is supporting groundbreaking research across academic, commercial and community sectors. Thanks to BDFI's strategic partnership with Fujitsu, the underlying data center environment is robust, scalable and easy to manage, allowing new research environments to be spun up at the touch of a button.

"The Reality Emulator accelerates vital research and enables people to collaborate in entirely new ways, with the potential to drive meaningful societal impact."

Professor Daniel Neyland
Co-Director, BDFI

Outcomes

- 1st research facility of its kind globally
- Accelerates scientific discovery and real-world problem solving
- Enables advanced, immersive research methods

Now that's digital transformation.

See the full story.

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Explainable AI reduces financial fraud

INFORMA

INFORMA D&B – Spain – Financial Services & AI

INFORMA D&B is the Cesce subsidiary and leader in the supply of commercial, financial, sectorial, and marketing information on businesses in Spain. More than 95% of Spanish financial entities and 89% of Ibex35 companies are active clients, and its platform serves over 4 million users.

Challenge

As financial fraud grew increasingly sophisticated, INFORMA needed to apply AI to its proprietary database in a way that was both powerful and transparent – reliable enough to earn the trust of clients, compliant with emerging EU regulation, and free from the bias risks associated with conventional AI black-box approaches.

Solution

Fujitsu's Uvance platform delivered an Explainable AI (XAI) solution purpose-built for the financial sector. By combining INFORMA's unique private dataset with Fujitsu's fraud prevention technology, the solution classifies data, makes precise credit risk and fraud predictions, and – critically – provides full transparency into how those predictions are reached. The result is auditable accountability, minimized bias, and compliance with EU AI standards.

Outcomes

4.5M users

in Spain now supported with highly sophisticated, XAI-powered business information solutions.

EU regulatory compliance guaranteed, with the solution also meeting Dun & Bradstreet prediction standards.

INFORMA now differentiates from competitors through AI-powered credit risk and fraud offerings that clients can trust – because they can understand them.



We partnered with Fujitsu because of their capabilities in Explainable AI and their cutting-edge technology capabilities.

Carlos Ollero
CTO, INFORMA D&B

Now that's digital transformation.

See the full story.

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Driving more sustainable stores

B&Q – UK – Retail & Sustainability

Founded in 1969, B&Q is the UK's leading home improvement and garden living retailer, with over 318 stores nationwide. Part of the Kingfisher Group, B&Q has cut its carbon emissions by 49% in seven years and is targeting net zero for scope 1 and 2 emissions by 2040 – while actively advising customers on how to create healthier, more sustainable homes.

Challenge

With sensors across 300+ shops and warehouses sending new data every 15–30 minutes, B&Q was sitting on an enormous, complex web of energy information – further complicated by the different sizes and locations of its stores. The data existed, but was not being acted on. In preparation for replacing gas with sustainable electricity across all locations by 2035, B&Q needed to understand and optimize its energy usage first.

Solution

Fujitsu applied proprietary AI to B&Q's building management system data – incorporating third-party weather data for added accuracy – to identify anomalies, trends, and policy violations across all locations. The analysis surfaced issues ranging from sensors placed near draughty doors (causing systems to over-heat) to single burners running continuously out of policy. A real-time Fujitsu dashboard now gives B&Q's energy team continuous visibility, with live alerts flagging discrepancies as they happen.

Outcomes

£3M

saved through energy usage optimization in 2024, alongside a 20% improvement across all locations in the 12 months to July 2024.

330

Energy optimized across 330 locations, creating a clean baseline for the company's electrification program – with Fujitsu and B&Q now operating a gain-share model to continue finding savings.

7,200 tonnes

of CO2 prevented in 2024, with a total 39 million kWh reduction in energy usage – equivalent to the annual gas heating of 3,500 homes.



The Fujitsu team helped us understand why things were operating the way they did and what the drivers were behind some of the worst energy waste.

Ben Richardson

Energy and Sustainability Project Manager, B&Q

Now that's digital transformation.

See the full story.

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The world is changing. So is digital transformation.

And so is Fujitsu.

The organizations in this collection vary in size, sector, geography and challenge.

Yet they share something important: the clarity to define what a clear view of what change means for them, and the right partnership to make it happen.

Digital transformation is not a destination - and it never was. It is an ongoing capability, and an opportunity to reinvent the role and contribution of IT, preparing for a future that takes digital transformation towards dynamic, AI-enabled transformation at scale.

Our stories were chosen to reflect that reality. Not just the large-scale migrations, but the targeted interventions that remove friction, and unlock future potential.

That future potential depends on many factors; and the debate about the relevance of digital transformation as a term in itself will continue to evolve as technology opens up even greater possibilities for reinvention.

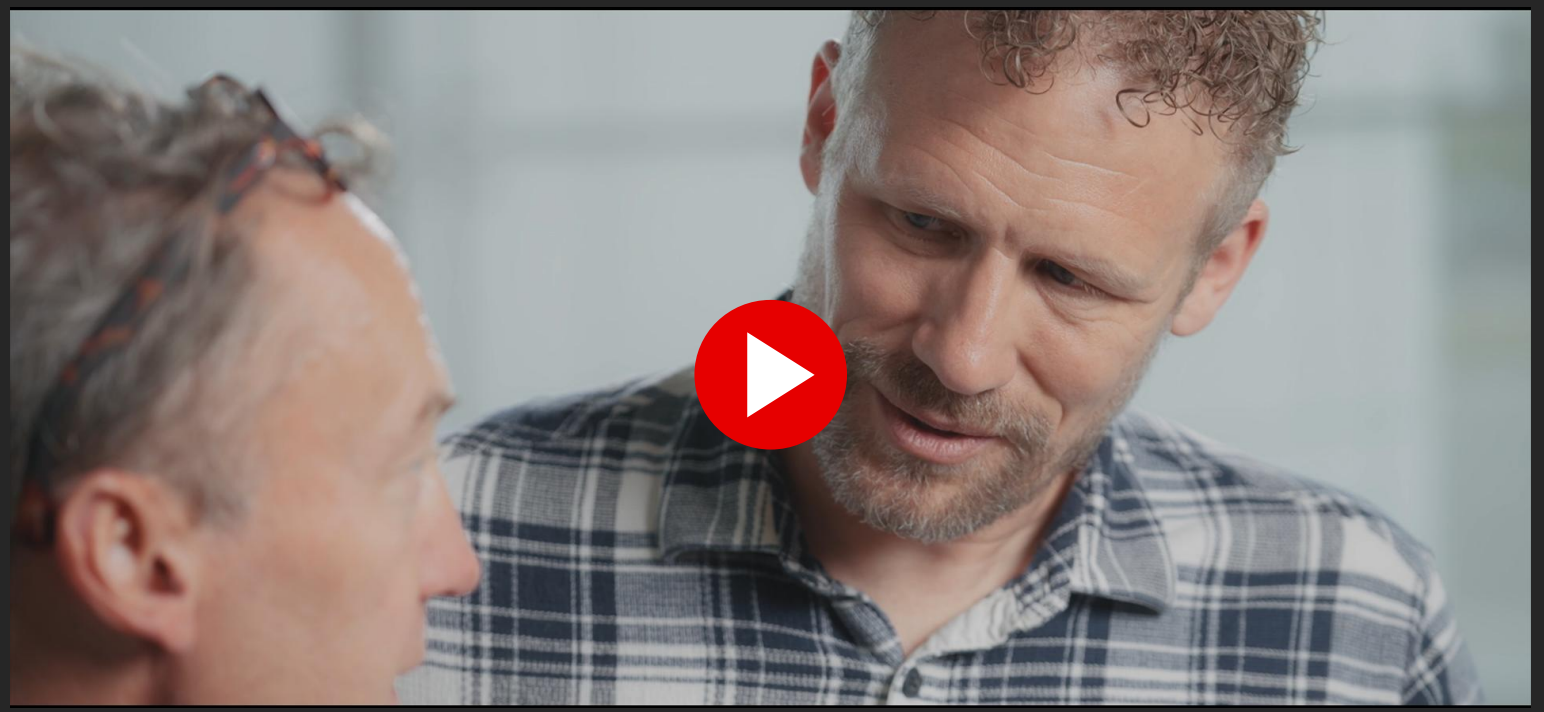
"Digital transformation is here to stay, but we must move from IT owning it to co-creating with business partners. Whether it's about delivering a seamless customer experience or building intelligent supply chains or scaling AI responsibly, shared understanding and co-ownership are needed from day one."

Sharon Prior
CIO

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As Fujitsu's European Technology Leaders Research 2025 found, 85% of technology leaders now feel empowered to make strategic decisions - and 84% believe IT must become a more creative force across the business – they're ready to seize the next shift.

Now *that's* digital transformation.



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Thank you

To learn more about Fujitsu in Europe please visit https://global.fujitsu/en-global/resources/europe