



“ Fujitsu is committed to the development and growth of its people. One of our strategic goals is to, ‘Engage, Enable and Develop our People.’

Saba Cloud enables us to do this. ”

Nikki Hawkins  
Head of Delivery Services Learning and Development,  
EMEIA, Fujitsu

Industry: Technology

Active Users: 24,000

Use Cases: Compliance learning, management and leadership, soft skills, language, cultural awareness, professional IT services, and function-based learning such as sales and marketing.

## Fujitsu rolls out Saba Cloud for EMEIA-wide learning

Fujitsu operates at the top of the fast-moving global technology sector. By aligning its learning strategy to meet the needs of the organization’s business plans, employees are now enabled to acquire the skills and information they need to be successful. With Saba Cloud, Fujitsu is meeting learning needs consistently and speedily across its entire operations in the EMEIA region.

### The Challenge

Fujitsu is the fifth-largest global IT services provider and the largest in Japan. It offers a vast portfolio of business and consumer technology products, solutions and services, such as workplace integration systems, mobile phones and tablets, digital services, analytics, cyber security, and cloud-based software and solutions. Fujitsu supports customers in more than 100 countries and employs 155,000 people worldwide.

Until recently, Fujitsu operated in four separate regions within EMEIA. Each region had its own HR team and learning and development (L&D) departments. They had multiple learning management systems (LMS) of varying capability while others had no LMS at all.

In April 2016, Fujitsu brought the four regions together into a single EMEIA organization, comprising Europe, the Middle East, India and Africa, employing approximately 26,000 people. At the same time, it created an EMEIA-wide L&D team.

Fujitsu decided it would best meet its business objectives to develop and launch a combined LMS and HR information system (HRIS). The learning and development team worked in tandem with HR and the technology teams to identify their needs.

Talent and business leaders decided that Fujitsu needed a solution that would provide a great user experience and a system that could be configured to meet business needs. Another key priority was to leverage a learning platform to help future-proof the organization. As such, it had to be capable of a global rollout.

“ At Fujitsu, we want to enable our people to have access to learning at the point of need. Saba has provided the platform to deliver EMEIA-wide learning activities whilst managing local requirements. We continue to evolve in terms of maximizing Saba functionality in conjunction with putting the employee experience at the heart of everything we do. ”

**Nikki Hawkins,**  
Head of Delivery Services Learning and Development,  
EMEIA, Fujitsu.

## The Solution

Fujitsu selected Saba Cloud because it was able to meet both the needs of its people and the needs of the business. The solution makes it much easier and faster for the L&D team to apply a broad range of learning methodologies, including programmes of learning, instructor-led learning, online learning, blended learning, checklists, tasks and tests.

The solution also incorporates most of Fujitsu's internal learning content that had previously been created across the EMEIA regions. In addition, the team integrated Saba's platform with learning content from Skillsoft and three other major training vendors, with plans to integrate additional vendors to create a robust learning library. Some content, such as compliance learning, is now available in up to 17 different languages across 39 countries.



## The Benefits

The Saba Cloud solution allows Fujitsu to respond to changing market and employee needs, while rolling out new digital learning consistently and swiftly to a dispersed employee base. In the fast-moving technology sector, Fujitsu can now offer all of its EMEIA employees the opportunity to keep up with the latest developments.

Now that Fujitsu has centralised and standardised on the single Saba platform, it has been able to reduce some of the repetitive administrative tasks around uploading learning content and managing multiple different LMS laterally.

Instead, L&D team members who previously focused on low-level administrative tasks are now able to spend that time on duties that add value to employees and proactively support their development needs through the Saba platform.

Fujitsu makes effective use of the reporting facilities of the Saba platform. It looks not only at the evaluation of individuals' performance, but also at other metrics such as learner progression through courses, the number of people that have attended different courses, and their evaluation of the learning. Now Fujitsu is able to clearly see how well it is meeting its objectives.

The nine-month project leading to the initial go-live focused on priority areas. Fujitsu plans to continue its efforts to maximise its use of the Saba solution's functionality. It is also planning to launch the Saba app for mobile learning and to extend the use of Saba virtual classrooms.



Saba offers a radically different approach to talent management. Instead of starting with technology, we focus first on an organization's vision and culture. Once we understand their needs, we provide people-centric solutions around performance, learning and engagement that help them work, learn, and grow together to build a thriving future for the organization. [Saba. United We Thrive.](#)

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