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Lock Woon Yuan
Head of IT Operations Management Security
Risk & Compliance
Tokio Marine Asia



Tokio Marine Group in Singapore outsources management of its IT infrastructure to Fujitsu, leading to faster incident resolution and compliance with regulations.

At a glance

Country: Singapore
Industry: Financial Services
Founded: 1879
Website: tokiomarine.com

Challenge

Tokio Marine Group in Singapore wanted to simplify and optimize the management of its core infrastructure in Singapore.

Solution

After careful evaluation, the company chose Fujitsu to deliver technical service desk, system and network monitoring services, infrastructure management and cross-functional services.

Benefit

- 24/7 service ensures incidents are resolved quickly
- Internal resources have been freed to be redeployed more strategically
- Improves security and regulatory compliance

Customer

Tokio Marine Asia is the Asian regional controlling company responsible for business management and support of subsidiary companies in Asian countries, such as Singapore, Malaysia, Thailand, Indonesia and Vietnam.

Products and Services

- FUJITSU Managed Technical Support Services
- FUJITSU Remote Monitoring Services
- FUJITSU Remote Infrastructure Management Services
- FUJITSU Cross-functional Services

Delivering IT operational management

Across its extensive Asian network of businesses, Tokio Marine Group in the Asia region was finding it increasingly challenging to manage and grow its critical IT infrastructure. It wanted to optimize performance and agility while introducing more security and standardization. The company also needed to ensure faster resolution of incidents and bolster systems availability.

"We have many subsidiaries and find talent acquisition a challenge, which means we essentially faced insufficient resources to run and expand our IT infrastructure in a consistent and structured manner," explains Lock Woon Yuan, Head of IT Operations Management, Security, Risk & Compliance, Tokio Marine Asia. "Resolving major incidents was taking a much longer resolution time due to inadequate resources, so we wanted to find a partner with the right combination of people, process and technology to ensure continuous support of our vital systems."

Tokio Marine Group in Singapore issued an RFP to which several vendors responded. The key criteria were cost, skillset, global capability as a group, and the ability to manage a wide breadth of technology, from AS400 servers to virtual machines, from databases to network. Having a local presence and global reach was also a consideration. Fujitsu closely matched these requirements and was selected as the partner to begin rolling out the new support model in Singapore.

"We established our IT operations management needs and Fujitsu demonstrated it could provide end-to-end coverage of our entire estate," adds Woon Yuan. "It proved it could handle each component within a cost-effective structure and across different geographical entities."

End-to-end service and support

Fujitsu dispatched a specialist team to understand the inner workings of Tokio Marine Group's IT operations in Singapore. Over the course of three months, the team migrated the management of every backend component, including servers, network, and storage, to the Fujitsu operation team. This comprises a technical service desk, remote monitoring services, remote infrastructure management and cross-functional services.

"The strategy was to have a seamless transition period that wouldn't disrupt the ongoing business or its users," continues Woon Yuan. "It involved the establishment of proper processes across the entire spectrum of IT service management including change management, incident and problem management, capacity management and various other areas."



Tokio Marine Group in Singapore now enjoys 24/7 support, monitoring and administration, focused on preventing issues before they arise, using predictive, preventative, and proactive services. This improves the overall user experience and helps the company identify ways to become more efficient.

"The Fujitsu team understood our requirements and ensured that the transition was as seamless as possible," says Woon Yuan. "We were able to access a large number of skilled technicians and domain experts as well as the core delivery team to make the project a success."

Simple, productive and efficient

Tokio Marine Group in Singapore can now rely on round-the-clock help desk support which enables it to become more efficient and productive. Depending on the severity of each incident, it is subjected to an SLA-based resolution time; ensuring issues are investigated and resolved promptly. Furthermore, it enables compliance with Monetary Authority of Singapore (MAS) regulations, while simplifying overall management and delivering much improved security. In total, several hundred service requests and change requests are dealt with each month within SLA.

"Whether it's 8am or 3am, we have Fujitsu there with the SLAs intact, managing our infrastructure on our behalf. This boosts our productivity and allows us to become more proactive and responsive in the market," comments Woon Yuan. "We take comfort in the global presence and large group of specialists that can be called on at any time."

The Fujitsu service desk has removed the burden on internal resources, freeing the internal IT team to concentrate on more strategic business objectives.

"Fujitsu takes care of capacity monitoring and management, end of life support and many other areas which lifts the burden on our team," remarks Woon Yuan. "We can therefore redeploy staff more strategically and upskill them to become involved in planning and evaluation rather than firefighting."

Tokio Marine Group in Asia region is reaping the benefits of its engagement with Fujitsu in Singapore and is now setting its sights on other markets. It expects to conduct a feasibility study on a similar model in other countries in the near future.

"Fujitsu is a service provider that is responsible and responsive, with notable delivery success that enhances our internal maturity," concludes Woon Yuan. "We have a well-designed path to further consolidation, including cloud strategies, other infrastructure and security solutions."

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