

“Mobile workers now have the confidence that the technology will be available whenever they need it. Everything about the new kit is better – it’s quicker, slicker, and the touchscreen has really transformed how we work.”

Anji Owens
Assistant Director
Cafcass



Cafcass has replaced its existing mobile devices with Fujitsu hybrid and laptop models, enabling enhanced mobility, longer battery life, and improved functionality.

At a glance

Country: United Kingdom

Industry: Public Sector

Founded: 2001

Website: cafcass.gov.uk

Challenge

Cafcass needed to refresh its existing fleet of nearly 2,000 mobile devices. It wanted to introduce touchscreen functionality as well as upgrade to Windows 10 with lighter, longer-lasting, more flexible laptops and hybrid models.

Solution

Following extensive field-testing, Cafcass selected the FUJITSU Tablet LIFEBOOK P727 and the FUJITSU Notebook LIFEBOOK U747, enabling access to case management software, Office 365 and specialist HR and financial applications.

Benefit

- Long battery life and durable build quality improves productivity for remote workers
- Flexible touchscreen interface promotes child interaction
- Multiple USB 3.1, USB Type C and a VGA port remove the need for additional accessories
- Dockable and chargeable stylus doesn't require batteries
- Fingerprint identification enables users to log on in less than two seconds

Customer

The Children and Family Court Advisory and Support Service (Cafcass) is a non-departmental public body for England set up to safeguard and promote the welfare of children involved in family court proceedings. Cafcass ensures that children and young people are put first in family proceedings, their voices are properly heard, and the decisions made about them by courts are in their best interests. The nature of its work requires Cafcass' social workers to work flexibly from home, the courts and Cafcass offices. Every year Cafcass helps over 140,000 children and young people.

Products and Services

- FUJITSU Tablet LIFEBOOK P727
- FUJITSU Notebook LIFEBOOK U747



Refreshing mobile devices

Portable end-user devices play a key role for Cafcass employees, enabling them to write reports from any location and share information with vulnerable children. Having originally deployed Fujitsu tablets and laptops four years previously, the organisation was ready for a technology refresh. This involved equipping users with almost 2,000 new devices – a considerable investment.

“From a business perspective, we focused on weight, battery life, performance, and not to mention cost. We also wanted to have access to improved touchscreen functionality because we have designed and developed a number of interactive apps, as many children find this the most natural interface,” explains Rob Langley, CIO, Cafcass. “Another factor was upgrading to Windows 10, so there were a lot of boxes that needed to be ticked during the evaluation process.”

This evaluation of multiple vendors took place in both ‘show and tell’ sessions and field trials. Employees were asked to rank the performance, reliability, and usability of a number of models.

“It was the little things that really stood out, such as the robustness of hinges on hybrid models, the number of USB and VGA ports available, as well as where the touchscreen pen was docked and how it was charged,” adds Langley. “Fujitsu’s new tablet LIFEBOOK P727 was superior to the competition, consisting of seven other devices. In particular, its multiple USB ports means staff won’t need to use adapters, unlike in some other models.”

Cafcass also wanted to add a laptop model with a larger screen for non-social work staff, and Fujitsu again led the field with its 14” Notebook LIFEBOOK U747.

Light-weight, high-performance

The new LIFEBOOK U747 is a slim, ultra-mobile notebook for Cafcass professionals, supporting optimum mobility by weighing only 1.43 kg. Ergonomic viewing is promoted with the anti-glare HD touch display options, while the embedded finger print sensor provides outstanding security. Smart design combines legacy interfaces, such as full-size VGA and easy upgradeability, with a thin and durable housing.

The FUJITSU Tablet LIFEBOOK P727 is an ultra-light, portable 2-in-1 device with a day-long battery that enables an agile, multi-mode working style, including as a tablet, laptop or ‘tent’. It ships with the Windows 10 Pro operating system and offers industry-leading authentication technology for Cafcass’ enterprise security needs.

This authentication technology allows Cafcass to integrate seamlessly with Microsoft Hello, which uses fingerprint identification to enable users to log on in less than two seconds, three times faster than with a password.

“Fujitsu built the devices in Japan and imaged them in Germany, with minimal bloatware. We then distributed them to our offices using our internal Windows 10 project team,” continues Langley. “Key applications include HR and finance, case management, Office 365, and remote access software. It was a slick process and very smooth from a user perspective, who can simply log on to the new devices using their fingerprint and have access to all their existing data.”

Enhanced productivity on the move

Cafcass now enjoys improved functionality and better productivity using the Fujitsu devices. Moreover, battery life lasts for a full day, meaning employees don’t need to carry a charger when visiting homes or court.

“Mobile workers can boot up in seconds and now have the confidence that the technology will be available whenever they need it,” says Anji Owens, Assistant Director, Cafcass. “Everything about the new kit is better – it’s quicker, slicker, and the touchscreen has helped transform how we work and interact with children.”

In addition, staff are benefiting from no longer needing to carry bulky laptops with chargers wherever they go. One key feature which has proven popular is the touchscreen pen, which is housed and charged within the device itself, compared to most other competitive models that rely on batteries and therefore can expire when needed.

“The dockable charging pen and the stability of the hybrid touchscreen are two aspects of the Fujitsu offer that are especially appealing to staff, and mean fewer issues for our employees to worry about when out and about,” comments Langley. “We also expect hardware failure to reduce dramatically, while Windows 10 ensures a much more intuitive, mobile, and flexible working environment.”

The Fujitsu devices also support USB-C connection to standalone monitors, allowing them to share screens while recharging at the same time. This promotes a ‘clean desk’ policy with minimal cables. Such has been the success of the new laptops that when Cafcass recently expanded their workforce, it put in an additional order for another 250 devices with identical specifications.

“It has been an immensely positive experience, which has been totally seamless for our staff,” concludes Langley. “The Fujitsu devices give us more options in how and where we work and are helping to digitally transform our organisation.”

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