FUJITSU

Case Study
Centre de Telecomunicacions i Tecnologíes de la Informació

»Fujitsu is more than just a supplier; it has become one of our technology partners.
From the outset it has sought to achieve the excellence of a global service«

Xavier Milà, Head of Procurement, Centre de Telecomunicacions i Tecnologíes de la Informació

The customer

Country: Spain
Industry: Local Government
Founded: 1993
Employees: 226
Website: www.ctti.gencat.cat

Generalitat de Catalunya

The challenge

To rationalize, optimize and automate the management and maintenance operations for the Catalan Government's workplaces, as a platform to facilitate its transformation.

The solution

Outsourcing contract to provide services for eight years for 55,000 workplaces and printers:
- End User Services: on site support, remote support, single control center
- Supply and maintenance of hardware (CMO and FMO) and peripherals, in addition to non-strategic software
- Infrastructure and work platform management, including services such as engineering, virtualization, imaging, services for servers, antivirus, etc.
- Managed Print and Scanner Services: supply of 14,000 printers and maintenance, services delivered "as a service", digitization services
- Service Desk: managing 700,000 incidents/year, a self-service and information portal

The customer

The Centre de Telecomunicacions i Tecnologíes de la Informació (CTTI) is a public company created by the Catalan Government with responsibility for strategy, centralized purchasing, management and supply for information and communications technology (ITC) solutions for the Catalan Government. It is responsible for providing services to over 200,000 employees and 400,000 workplaces distributed throughout 5,300 buildings, and manages over 1,800 applications, in addition to other services. This volume means a high level of distribution, a complex organization and significant decentralization.

The challenge

An 2011, the Catalan Government launched a new model for public contracts for ITC services with three basic objectives: austerity, agility and organizational transformation. Austerity aims to reduce costs and rationalize resources. Agility entails the centralization of management of the budget and resources, together with the concentration of suppliers. Finally, the transformation of the organization will be delivered using a new model in which outsourcing and the centralization of management play a key role. The CTTI also wanted to deal with the challenge posed by technological obsolescence, seeking a mechanism to allow the highest possible level of renewal and quick upgrades for equipment and solutions. Finally, the Catalan Government sought to use this initiative to promote the improvement of the country's competitiveness, supporting the local ITC sector by requesting suppliers that are awarded contracts to provide a business plan.

The solution

The CTTI has structured all its ITC services in four blocks, one of which is "Workplace and End User Support". The goal is to provide all employees, civil servants and bodies reporting to the Catalan Government with a homogeneous workplace, using profiles to achieve standardization and virtualization to provide services that are always available.

"Our goal was to ensure the intelligent procurement of ITC, moving away from being anchored in technology towards the procurement of services that are continuously up-to-date and thus promoting the modernization of the Government," explains Xavier Milà, Head of Procurement at CTTI.

The definition and homogenization of workplaces has made it possible to identify more than 50 different profiles, each with its own requirements in terms of equipment, applications, services, support, mobility and cloud, based on the levels of responsibility of individual users or areas. Each profile incorporates technical support requirements based on its different components.

Benefits

- Significant reduction of 25% in annual ITC costs
- Homogenization, standardization and virtualization of workplaces, resulting in a reduction in the number of applications, operating systems in use, automation and standardization of the distribution and implementation of security patches, and finally the launch of a comprehensive workplace management system
- Improvements of Service Desk services, with 70% of incidents resolved on first call, launch of a new self-service and information portal, a single service point, the standardization of services and technologies, and remote support and maintenance

Products and services

- 55,000 workstations to begin with, potentially rising to 70,000
- 14,000 printers
- 500 virtual servers
- 700,000 incidents/year
- 300 applications

On account of its financial capacity to handle the service and investment requirements, the existence of similar service projects throughout the world and its local support network, CTTI invited Fujitsu to submit a bid for the tender process, which resulted in the company being awarded the service and support contract, covering more than 55,000 workplaces distributed across approximately 2,000 sites in Catalonia and belonging to six departments of the Catalan Government, including the full Catalan Health Service. The contract may be extended in subsequent phases to cover 70,000 workstations.

Under the contract, which runs for eight years, Fujitsu will provide a full range of support services for workplaces, including on-site and remote services, and universal control and management; the supply and maintenance of the hardware and software that is required, including peripherals; the management of infrastructure and work platforms, including services such as engineering, virtualization, imaging, server management, antivirus, etc.; and printing and scanning services, as well as the supply of 14,000 printers and digitization services. The contract also includes Service Desk services for a volume of 700,000 incidents per year, 500 virtual servers and the management of 300 different applications.

The benefit
The contract with Fujitsu has allowed the CTTI to reduce its annual ITC expenditure by over 25%. However, the most important aspect has been the management transformation that it has facilitated, both in terms of technology and services.

The technology transformation offered by Fujitsu has gone hand in hand with homogenization, standardization and virtualization. There has been a reduction in the number of applications and operating systems in use, the distribution and implementation of security patches has been automated and standardized, and an integrated workstation management system has been launched.

Fujitsu has improved the local support service thanks to the increase in remote service. The rate of first call resolution for first level incidents has exceeded 70%, thanks to a series of measures that include a self-service and information portal, the creation of a single service point, the standardization of services and technologies, and remote support and management. A single Service Control center is now responsible for assigning and monitoring incidents.

"Fujitsu has shown itself to be highly proactive and flexible," states Milà. *"It has contributed ideas and solutions that have made a significant contribution to the success of the model we are implementing."*

The virtualization of workplaces and applications is an example of one of the innovations contributed by Fujitsu. It is now possible for the maximum number of services to be located on the network, reducing in-person management to a minimum and maximizing remote management. *"The virtualization provided by Fujitsu facilitates the centralized and coordinated management of ITC across the organization, making it possible to develop a management model that serves the Government as a whole,"* remarks Milà.

As part of its bid, Fujitsu has opened an End User Services Expert Center, providing the Catalan Government with 24x7 services, while working on the creation of new methods and models to improve workplace performance, ensuring they keep up to date with technological changes and provide the public with the best possible service, goals that apply to the Government as a whole.

Conclusion
"The Catalan government has embarked upon the first transformation project based on public-private cooperation in the Spanish public sector. Together with Fujitsu we are learning to manage technology in a different way, bringing improvements in efficiency and reductions in costs," concludes Milà. "Fujitsu is not just a supplier; it has become one of our technology partners. From the outset it has sought to achieve the excellence of a full service."