Your vision, and Fujitsu. Together we can change the world

Oceania
Our perspective is always working with our customers to find solutions we couldn’t have got to any other way, working together to enable their vision.

And then we tell the world about it, together. That’s why co-creation is at the heart of our reference program. What others say about us is infinitely more persuasive than anything we could say ourselves and we believe that every Fujitsu customer should want to be a great reference.

Your vision, and Fujitsu. Together we can change the world.
Great work leads
to great references

These handpicked case studies show how we work with our customers to transform their businesses for competitive advantage through the power of IT. You can also browse more of our studies on www.fujitsu.com to see how other organizations have overcome their business challenges with Fujitsu products, services and solutions.

We hope you choose to work with Fujitsu – you’d be in good company.
We look forward to hearing from you.

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Cardinal House partners with Fujitsu to deliver gaming services worldwide, hosted on Amazon Web Services, for a flexible and cost-effective approach.

Cardinal House Group (CHG) is a leading provider of Digital Lottery Solutions and Turnkey Management Services, offering online lottery platforms and a managed all-inclusive CRM and back office administration service. CHG’s aim is to redefine the way customers access and play lotteries, introducing its readily-built platform and administration services to licensed gaming operators, institutions, charities and sports foundations that do not possess the required technology, knowledge, or infrastructure. This offers the global lottery player a safe, securely regulated lottery experience.

**Challenge**
Cardinal House Group (CHG) began its gaming business based on traditional inhouse, hard-coded servers. However, it knew there must be a more flexible and cost-effective way of hosting its services. The company decided a cloud-hosted option was required. CHG needed an experienced partner familiar with system modernization.

**Solution**
Fujitsu built numerous Amazon Web Services environments in hybrid-IT fashion to manage workloads associated with the design of complex applications, an associated security model, billing management and the use of Amazon CloudFront, to provide a simple way to distribute content.

**Benefits**
- Enables rapid worldwide expansion due to Fujitsu’s global reach
- Flexible payment schedules provide instant scalability at low cost
- New lotteries enjoy faster time-to-market
- Collaborative co-creation has built a platform that can quickly and securely deploy new games, applications and services globally

**Products & Services**
- Fujitsu Hybrid IT Managed Services
- Fujitsu Project Management

“Cardinal’s aim is to redefine the online lottery industry. Fujitsu gives us an end-to-end turnkey solution that no other company could provide, and this ready-built platform has delivered far greater results than we thought possible.”

Paul Carroll, Managing Director, Cardinal House
Menzies has deployed Fujitsu PalmSecure to 40 sites, enabling real-time monitoring of employee movements as well as automatic payment and reporting via Inzenius.

Established in 1969, Menzies is one of Australia’s leading privately-owned providers of cleaning and related property services. The company employs over 4,000 employees and turns over almost AUS$300 million annually with operations across all major Australian cities and regional centres. It provides a range of services, including contract cleaning, property and specialist maintenance, security services; manpower and labour hire; and waste and environmental management.

**Challenge**
Menzies needs to track and manage thousands of employees across hundreds of client sites. However reconciling employee performance with payroll was taking hours and left room for human error. The company wanted a secure, flexible ID management solution that would integrate with its existing systems.

**Solution**
Menzies has rolled out Fujitsu PalmSecure and Inzenius to 40 sites with around 1,200 employees. It provides an authentication system using biometric technology that identifies users based on vein pattern recognition and connects with back office applications to automate payment.

**Benefits**
- Enables Menzies and its customers to manage resources more effectively
- Payroll paperwork can be completed instantly, freeing up internal resources
- Menzies can attract new business and grow the company through its use of cutting edge technology

**Products & Services**
- FUJITSU PalmSecure

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“Fujitsu PalmSecure has transformed how we manage over a thousand employees, providing a better experience for them and real-time management for us. It’s bringing our organisation into the 21st century.”

Greg Springall, HR and Safety Manager, Menzies Group
Geoimage's existing custom-built PCs were not capable of handling the new PCI Geomatics GeoImaging Accelerator software, which is vital to maintaining a competitive market advantage. It needed to find a new hardware platform that was up to the task.

Solution
Working with trusted IT partner, AfterDark Technology, the company deployed five FUJITSU Workstation CELSIUS devices, in tandem with a FUJITSU Server PRIMERGY CX400 and a FUJITSU Storage ETERNUS DX200 to provide flexible HPC processing power.

Benefits
- Allows Geoimage's processing specialists to spend more time focusing on producing better results for customers
- Opens a variety of new business opportunities
- Improves processing speeds, collaboration and remote access; enabling the company to work more flexibly around-the-clock
- Automated workflow and job management

Products & Services
- FUJITSU Server PRIMERGY CX400
- FUJITSU Storage ETERNUS DX200
- FUJITSU Workstation CELSIUS

Geoimage deploys Fujitsu workstations, PRIMERGY server and ETERNUS storage to support a high-performance Graphics Processor system that can process terabytes of imagery.

Established in 1988, Geoimage is a leading independent specialist in satellite imagery and geospatial solutions. With decades of local, national and international experience working within the mining, engineering, oil and gas, agricultural, government and environmental industries, it has built trusted relationships with clients and partners based on insightful service and shared knowledge. The company is committed to translating innovation and new spatial technologies into solutions that deliver greater efficiencies, lower costs and improved outcomes.

“We had a lot of confidence in Fujitsu from prior experience. Typically, we want best-in-class performance and that’s what we saw when looking at Fujitsu workstations and HPC servers.”

Mark Edwards, General Manager, Geoimage

Country: Australia
Industry: Satellite imagery
www.geoimage.com.au
Crown Resorts undertook the Fujitsu ICT Sustainability Benchmark to understand where it could become more environmentally friendly to lower energy consumption.

Crown is one of Australia’s largest entertainment groups. Its core businesses and investments are in the integrated resorts sector. Crown wholly owns and operates two of Australia’s leading resorts, Crown Melbourne Entertainment Complex and Crown Perth Entertainment Complex. Crown also fully owns and operates Crown Aspinall’s in London. It also has a portfolio of other gaming investments that complement its business.

**Challenge**
As one of Australia’s largest employers, Crown Resorts wanted to take its environmental responsibility seriously. However, when it came to ICT, the company lacked the tools and insight into how it could best use technology.

**Solution**
The Fujitsu ICT Sustainability Benchmark produced a current state of Crown Resorts’ technology use, including a benchmark of its ICT Sustainability readiness and maturity relative to Fujitsu’s database of over 2,500 other organisations across all industry sectors in nine countries.

**Benefits**
- Formulated a five-year plan to reduce energy consumption by ten per cent
- Power management and ambient temperature control are making an impact on energy use
- Tangible KPIs against which environmental progress can be measured
- Sustainability reports are accurate and consistent

**Products & Services**
- Fujitsu ICT Sustainability Benchmark
- Sustainability Consulting

“Fujitsu has helped to provide Crown with the tools the business needs to begin the journey towards sustainability, with a goal of reducing energy and gas consumption by at least ten per cent.”

Jonathan Wood, Group Manager, Sustainability, Crown Resorts
Sudima Hotels brings Fujitsu NZ on board to streamline its IT infrastructure and create a cohesive approach across all its hotels.

Sudima Hotels is part of the Hind Group, which operates four hotels under the Sudima brand in New Zealand, including at Auckland Airport and Rotorua. Sudima Hotels aims to provide the best guest experience possible, with both management and hospitality striving to achieve the highest service standards for all guests at every hotel.

**Challenge**
Sudima was looking to expand operations and provide guests with an improved user experience. This involved pulling all data, applications and user experiences into a singular, secure and managed solution.

**Solution**
Fujitsu consolidated each of the hotel’s onsite and offsite components, including network infrastructure and user endpoints. This simplified management and maintenance, as well as enabled new services to be added easily.

**Benefits**
- Increased workflow and production efficiency
- Standardization of all onsite and offsite components
- Reduced TCO
- Greater scalability
- Reduced need for management and maintenance

**Products & Services**
- Fujitsu Cloud
- IT Outsource

“We use Fujitsu as our outsourced IT department, so it deals with every single IT issue. The Fujitsu team is always able to resolve our issues and solve problems.”

Michael Chinnery, Group Financial Controller, Sudima Hotels
Challenge
TAFE NSW North region identified that it had to improve the management of its IT infrastructure and printers because it was wasting thousands of dollars per month on electricity and paper. The organization wanted a detailed survey of its campuses and recommendations on how to improve.

Solution
Fujitsu carried out its IT Sustainability Benchmark, which involved interviewing relevant stakeholders and focused on five key areas: technology enablement, enterprise and data center, end user computing, metrics, and lifecycle and procurement.

Benefits
- TAFE NSW North region has reduced its printer fleet from 400 devices to 195; slashing energy bills by A$7.7k and reducing carbon emissions by 8,697kg per year
- The introduction of pull-printing has lowered paper consumption, saving A$22k per year
- An e-waste policy is now embedded in the organization, ensuring that as few toxins as possible end up in landfill

Products & Services
- FUJITSU ICT Sustainability Benchmark

FUJITSU Sustainability Benchmark enables TAFE NSW North region to evaluate the sustainability of its IT estate, making savings and becoming more efficient.

Originally established in 1833, Technical and Further Education New South Wales (TAFE NSW) is Australia’s largest vocational education and training provider. Annually, the network trains around 500,000 students through campus, workplace, online and distance education.

“By increasing awareness and introducing leaner IT operating practices, including reducing our overall number of devices, we made significant savings facilitating a more sustainable IT infrastructure.”

Simon Proust, Sustainability Project Manager, TAFE NSW
TasNetworks deployed the Fujitsu FRX-3 Microwave radio, reducing operational costs, improving throughput and providing increased visibility of performance.

TasNetworks is a Tasmanian state-owned corporation with a focus on caring for customers and making their experience easier. TasNetworks has over 250,000 customers across Tasmania and supplies power from the generation source to homes and businesses through a network of transmission towers, substations and powerlines. TasNetworks is also a provider of telecommunications services to the electricity, wholesale, government and corporate sectors with access to 1,676 kilometers of optical fiber cable and 38 hilltop radio sites.

**Challenge**

TasNetworks' backbone radio platform was no longer supported and had limited bandwidth. The company wanted to find a robust, market leading, high-speed replacement that could be installed across its rugged and remote terrain.

**Solution**

After a competitive procurement process, TasNetworks turned to Fujitsu, which tested, configured and installed 18 FUJITSU Network FRX-3 Series Long-Haul Microwave Radio System links to provide communications across its power network as well as services to the Tasmanian government and commercial entities.

**Benefits**

- Throughput has increased five-fold, allowing more services to be delivered with faster time to market
- A five-year support contract with Fujitsu reduces risk and ensures reliability
- Service visibility and better monitoring of service levels enable issues to be resolved more quickly - improving availability
- Enhanced functionality allows TasNetworks to easily configure and monitor new services while reducing operational costs

**Products & Services**

- FUJITSU Network FRX-3 Series Long-Haul Microwave Radio System

“"We needed a value-for-money, turnkey proposition. Fujitsu’s price was competitive, the schedule and timeframes were good and the equipment itself was impressive.”"

Robert Clerk, Senior Telecommunications Engineer, TasNetworks
Challenge
After remodelling its offices to create a dynamic workplace and selecting technology to free its users from their desks and devices, Statistics NZ was about to start the deployment when disaster struck. A major earthquake destroyed its head office, and cut off access to IT systems.

Solution
Statistics NZ selected FUJITSU Government DaaS Service (GoDaaS) as the enabler for its vision. A six month rollout was planned to replace its aging desktop environment, but when disaster struck, plans changed. Within four days of the earthquake, thanks to Fujitsu GoDaaS, all 1,000 staff had a modern desktop environment that they could access from anywhere on any device.

Benefits
- Staff can work from anywhere on any device
- Demand can be scaled up and down to meet project demands, the most extreme being the five yearly Census in which thousands of devices are needed for a short period of time
- Statistics NZ experts can work alongside the businesses they support, with full access to their desktops

Products & Services
- FUJITSU GoDaaS
- Citrix XenApp and XenDesktop
- Citrix XenMobile
- Citrix Workspace Suite
- Citrix NetScaler
- Citrix ShareFile

Statistics NZ has deployed FUJITSU Government Desktop-as-a-Service to enable secure access to critical applications for thousands of users, and real-time data collection.

Statistics New Zealand’s purpose is to enable smarter decision-making by adding value to New Zealand’s most important data. The organisation aims to increase the value of data ten-fold in the next 15 years, requiring focused and coordinated effort across the data ecosystem. Building strong relationships with suppliers, stakeholders, and customers is the foundation of how it will ensure the availability of data and statistics for decision-makers, policy-writers, Māori and iwi, businesses, community groups, and individuals.

“Ultimately, we are a data agency so our value add is in data. We are trying to enable data for actual customer consumption, and that might be a business or it might be a user.”

Chris Buxton, CDO, Statistics New Zealand
Fujitsu deployed Microsoft Dynamics CRM for UNICEF to increase efficiency, enhance process visibility, improve auditability and enable campaign customisation.

For millions of children around the world, there’s no such thing as a childhood. War, work or grinding poverty mean that far too many are denied their basic right to be children. UNICEF works to combat this and to protect children’s rights in 194 countries. In New Zealand, it has a staff of approximately 30 in its Wellington and Auckland offices. The organisation has sophisticated donor management practices, a substantial regular donor programme, legacy, bequest and sponsorship programmes as well as advocacy networks.

**Challenge**

UNICEF New Zealand relied on the repeated manual entry of donation details, taking up to 30 minutes to process each donation. This level of inefficiency could no longer be tolerated so it decided to automate the entire CRM process.

**Solution**

The organisation worked with Fujitsu to configure and deploy Microsoft Dynamics CRM for 25 users, encompassing every aspect of donor management including pledge creation, batch processing and payment runs, donation receipting, marketing, campaign analysis and sales systems integration.

**Benefits**

- Automated donations have risen from 15 to 90 per cent, boosting efficiency, staff wellbeing and productivity
- Total process visibility enables improved auditability while reducing human error and any fraud risk
- Campaign management has been transformed through better donor analytics, improving conversion rates

**Products & Services**

- Fujitsu Systems Integration
- Microsoft Dynamics CRM Online with web interface
- CRM Consulting, CRM Configuration and Customisation
- Testing and Training

“We can better understand how to engage donors by understanding the subjects close to their hearts. It is much less expensive to retain a donor than recruit one and this approach helps us to do that.”

Vivien Maidaborn, Executive Director, UNICEF
Fujitsu upgraded Young Enterprise to Microsoft Dynamics CRM Online, providing secure cloud-based access to critical information and enabling effective collaboration.

Young Enterprise is a charitable organisation whose purpose is to inspire young people to develop their full potential in business and in life. It does this by helping young people to unleash their entrepreneurial spirit, develop critical life skills and realise that good financial decisions give you more choices in life. It has a range of programmes, resources and games for Year 1-13 around experiential enterprise learning and financial literacy. With the support of over 1,000 teachers a year from over 600 schools, it connects with close to 100,000 students each year. Its work is supported with close to 2,000 volunteers who generously give up their time to coach, judge and mentor.

Challenge
In 2012 Fujitsu had successfully replaced Young Enterprise’s outdated legacy databases with a new CRM platform. The team spends a large part of the year on the road visiting remote schools and was finding it difficult to access critical information whilst on the move. In addition, the organisation was upgrading its website to become an integrated membership site, and integration into the CRM was a key requirement.

Solution
Fujitsu upgraded Young Enterprise to Microsoft Dynamics CRM Online to provide a cloud-based online portal where real-time data can easily be accessed.

Benefits
- Staff have remote access to data when they need it and the ability to collaborate on the move
- Streamlined and automated processes enable the effective management of 4,398 stakeholders and 14,105 individuals with a staff of just 18 people
- Communication is targeted at stakeholder groups and individual constituents while schools are recruited through more direct and tailored communication

Products & Services
- Microsoft Dynamics CRM Online with web interface
- CRM Consulting, CRM Configuration and Customisation

Young Enterprise

“Our auditors are amazed at the level of auditability of our revenue and business activities, we can query the CRM to provide full evidence of enrolment, membership, registrations and sponsorship, which is rare for a not-for-profit.”

Leo Austin, Corporate Services Manager, New Zealand Young Enterprise
Fujitsu and NZTA collaborated closely to plan and project manage the migration to a new version of Oracle Hyperion running in the Government IaaS platform.

The New Zealand Transport Agency (NZTA) is a Crown entity made up of highly experienced people, including planners and policy analysts, engineers, business advisors, contract specialists, IT, legal, property and financial professionals. It employs over 1,300 people in 14 locations and is responsible for the management of 11,000km of state highways as well as driver testing, licencing and vehicle regulation. Fujitsu has provided IT solution and application and support services to NZTA for more than 10 years.
Get involved
you’ll be in good company

We hope you choose to give a reference to Fujitsu. Your story will stand alongside other global brands and innovation leaders.

To see more of our customer case studies, please download our app “Customer Stories”

Or visit our dedicated customer stories channel on: YouTube.com/FujitsuCaseStudies

Let’s get started
If you’re interested in finding out more, please contact your Fujitsu Account Manager or get in touch with the Head of the Global Customer Reference Program, Umesh Patel at:
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