HYDRO

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Jo De Vliegher
Chief Information Officer
Hydro

Hydro selects Fujitsu as its technology partner and migrates a Brazilian business to Fujitsu services and hardware, including PalmSecure and Security Operation Center.

At a glance
Country: Norway
Industry: Manufacturing, Mining, Renewable Energy
Founded: 1905
Website: hydro.com

Challenge
Hydro wanted to bring its Brazilian operations into line with the rest of the business to reduce costs and improve performance. It turned to long-time service and technology partner, Fujitsu, for advice.

Solution
The Brazilian managed infrastructure services were transferred to Fujitsu. To achieve this, the infrastructure was modernized, including Fujitsu servers, storage and networking, as well as a dedicated Managed Security Service and FUJITSU PalmSecure™ for user ID. Teams in Finland, Norway, Poland, India and Brazil ensured the seamless transition to the new platform.

Benefit
- 20 percent reduction in operational costs
- FUJITSU PalmSecure™ provides secure biometric access to devices even in dusty and dirty environments
- One standardized, global IT platform ensures consistency and availability
- Fujitsu Managed Security Service minimizes threats and vulnerabilities

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Customer

Hydro is a fully integrated aluminum company with 35,000 employees in 40 countries on all continents, combining local expertise, worldwide reach and unmatched capabilities in R&D. Hydro is present within all market segments for aluminum, with sales and trading activities throughout the value chain serving more than 30,000 customers. Based in Norway and rooted in more than a century of experience in renewable energy, technology and innovation, Hydro is committed to strengthening the viability of its customers and communities, shaping a sustainable future through innovative aluminum solutions.

Products and services

- FUJITSU Desktop Management and End User Services
- FUJITSU Directory, Messaging and Collaboration Services
- FUJITSU 24/7 Service Desk
- FUJITSU Server and Storage Hosting
- FUJITSU Transformation Services
- FUJITSU Professional Services
- FUJITSU Local Area Network Support
- FUJITSU Managed Security Service
- FUJITSU PalmSecure™

Standardizing on a single vendor solution

Hydro has partnered with Fujitsu for many years, with the latter providing a full set of IT services both on-site and remotely across all the company's business areas, covering server and storage system hosting and administration (RIM), End User Support (EUS), Network Operation Center (NOC), 24/7 multilingual service desks, collaboration systems and security services (SOC).

"Fujitsu became our best performing vendor in recent years with high user satisfaction. Following the acquisition of a mining, refinery and smelting site in Brazil, it was the clear choice to deliver a standardized environment in line with the rest of the business," explains Jo De Vliegher, Chief Information Officer, Hydro. "Having two discrete set-ups in Brazil and globally was proving problematic because everything had to be engineered twice and the release cycle is always getting faster."

With 5,000 users spread across three locations in Brazil, this project posed unique challenges for Hydro and Fujitsu. Power and network capacity are vulnerable in the heart of the Amazon delta and delivering the necessary infrastructure was not straightforward. Moreover, Hydro wanted to incorporate security measures on a biometric level while also ensuring adequate support.

"We have a very clear digital strategy built on four pillars: efficiency, cybersecurity, innovation and change management. Fujitsu was already helping us meet those goals across the wider business so this was an opportunity to bring the Brazilian operation up to speed," adds De Vliegher. "It is a harsh environment with vulnerable connectivity so we certainly had our work cut out."

Co-creating a robust IT platform

Fujitsu configured the servers and storage equipment in Germany before shipping it to the Brazilian mines, a two-hour drive from Belen in the Amazonian rainforest. At the same time, Fujitsu's Indian team performed data migration remotely. After six months, the new infrastructure was ready to go. This infrastructure is wrapped in multiple Fujitsu services, such as NOC and SOC, which make up a major share of the deal.

"Fujitsu was able to leverage its global resources as well as its local Brazilian team to transition the business, which made it a less complex task," continues De Vliegher. "By standardizing on one consistent company-wide platform, it makes it easier to manage and simpler to roll out cloud services and new applications."

Hydro also deployed FUJITSU PalmSecure™ to manage employee access to terminals. This uses the unique biometric signature of each person's palms to allow them to log on to PCs and thin clients.

"We had 3,000 users who had never used a company PC before but we wanted everyone to have access to a digital platform, however, passwords are easily forgotten and swipe cards can be lost or stolen," comments De Vliegher. "Fingerprint ID might work in a clean office environment, but in the dusty conditions of the mine, FUJITSU PalmSecure™ provides a robust, accurate non-contact solution."

Fujitsu also provides 24/7 first and second-line helpdesk support from its Polish Global Delivery Center (GDC), where calls are answered also in Brazilian Portuguese.

A cost-effective, agile IT framework

Hydro's user satisfaction ratings are now at 93 percent, reflecting the consistent delivery of IT services across the business – in Brazil and beyond. Moreover, local operational costs have reduced by 20 percent through standardizing on a single vendor platform.

"We can re-use documentation and best practice across the business which leads to lower costs, while at the same time productivity has increased due to better reliability and performance," remarks De Vliegher. "This makes us more competitive and able to respond to market demands more quickly.

"Cybersecurity is becoming more complicated; we are not large enough as an organization to have our own internal SOC, however, Fujitsu provides the best all-round offering which integrates with all existing services," says De Vliegher. "Knowing we have that layer of global protection is a comfort."

Hydro and Fujitsu have built together a solid partnership based on years of collaboration, leading to a global, single vendor IT environment that boosts performance, ensures security and optimizes availability. Based on this success, the two companies are now looking at what areas they might next explore.

"I've visited Fujitsu's Japanese headquarters and seen promising technology in a number of fields, such as machine learning, employee sensors and predictive maintenance," concludes De Vliegher. "These are the cutting-edge technologies that will help define us as a company as we continue to evolve."

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