

Fujitsu has enabled Crossrail's IT department to play a more strategic role by delivering all core services reliably and cost-effectively. It also manages other vendors, giving one central contact if any issues arise.



Fujitsu is responsible for Crossrail's desktop devices, data centre services and helpdesk support, enabling access to critical information.

At a glance

Country: United Kingdom
Industry: Transport
Founded: 2001
Employees: 2,500+
Website: www.crossrail.co.uk

Challenge

Crossrail is an ambitious project to build an entirely new train system beneath London. It needed a tier one technology partner that would take responsibility for every aspect of its infrastructure, including the management of other IT suppliers.

Solution

The company outsourced its ongoing desktop, data centre, service desk and application support to Fujitsu. Fujitsu was also responsible for individual projects such as a Windows 7 upgrade, the deployment of ServiceNow and migrating the physical location of the data centre.

Benefit

- Fujitsu has scaled seamlessly as the project has grown massively in size, without compromising service
- Fujitsu provides 100 per cent availability, ensuring that expensive operations are completed without a hitch
- Fujitsu ensures access to mission-critical information anywhere within a vast and sprawling underground site

Customer

Crossrail Limited is building the new railway that will be known as the Elizabeth line when it opens in central London in 2018. It will provide 73 miles of east-to-west connectivity with up to 24 trains per hour in each direction through the route's central section during the peak. The Elizabeth line will carry an estimated 200 million passengers a year. Crossrail Limited is a wholly owned subsidiary of Transport for London (TfL) and is jointly sponsored by TfL and the Department for Transport. Once the railway is complete it will be handed over to TfL and run as part of London's integrated transport network.

Products and services

- FUJITSU Managed Infrastructure Services
- FUJITSU End User Services
- FUJITSU Application Management & Outsourcing
- FUJITSU Datacentre Services
- FUJITSU Service Desk

Challenge

Crossrail is the UK's largest infrastructure project and has chosen to work with a number of tier one IT partners to ensure the smooth completion of this ambitious project. Throughout this journey Crossrail has needed to build partnerships with technology vendors that could deliver the required support and scale as the project advanced.

Crossrail outsourced its entire IT infrastructure, including desktop devices, data centre services and helpdesk support. From the outset, Fujitsu was selected as its primary technology provider due to the value for money it delivers, the scope of its solutions portfolio and the best practice it demonstrates.

The main obstacle for Fujitsu was ensuring the ability to deliver technology in a particularly challenging environment with lots of dust and moving parts. Offices are constantly changing location and there is an enormously varied user base – from administrative staff to electrical engineers to tunnellers – so the organisation needed a reliable, flexible and robust IT partner.

Solution

Fujitsu provides a scalable team of onsite engineers to support everything from the setting up of a new user to the installation of a large format CAD printer as well as the ongoing support of thousands of thin clients and the central data centre.

Fujitsu has played a vital role in providing maximum availability for all users with no downtime as the Crossrail programme progressed through its peak construction phase. Aside from regular, ongoing IT support, Fujitsu has also delivered specific projects such as a Windows 7 upgrade and the transition of the data centre location.

Fujitsu has also implemented ServiceNow to automate the help desk function and introduce a self-service portal. This means that the average 2,000 tickets raised per week are handled even more effectively thus reducing the impact on the business.

Another innovative project was a mobile app developed in-house but rolled out and supported by Fujitsu, which gives total visibility of vehicle movements. The ability to provide a real-time view of vehicle journeys per week is critical to minimising the time vehicles spent on the road or on site.

Benefit

Fujitsu is delivering trusted, cost-effective hardware, support and consulting which ensures Crossrail access to mission-critical information whether that be in an office or anywhere within a vast underground site so that everyone has the construction plans and data at their fingertips.

When Crossrail construction completes, the new infrastructure will be handed over to Transport for London. However, in the meantime, there is still plenty to be achieved before the first Elizabeth line trains rumble across the city, not least how to scale down the IT infrastructure as the project completes.

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