



## Balance technology and business drivers to deliver transformation

Delivering value in 6 months.

### Transforming customer experience

One to many deployments per year to monthly deployments



### 2 Payment Card solutions

Data Security Standard Compliant



Over **60%**

cost reduction/month



Almost **\$1M** annual saving



**ROI** within 9 months



**24/7**

access across multiple devices



Azure Expert MSP

# Balance technology and business drivers to deliver transformation



*“The Fujitsu team injected a fresh mindset that charted a more technology advanced approach to deliver outcomes faster in areas which created more value to their employees. It informed debate and collaboration to a point in which the customer could see the potential, whilst being assured risks to services were being mitigated.”*

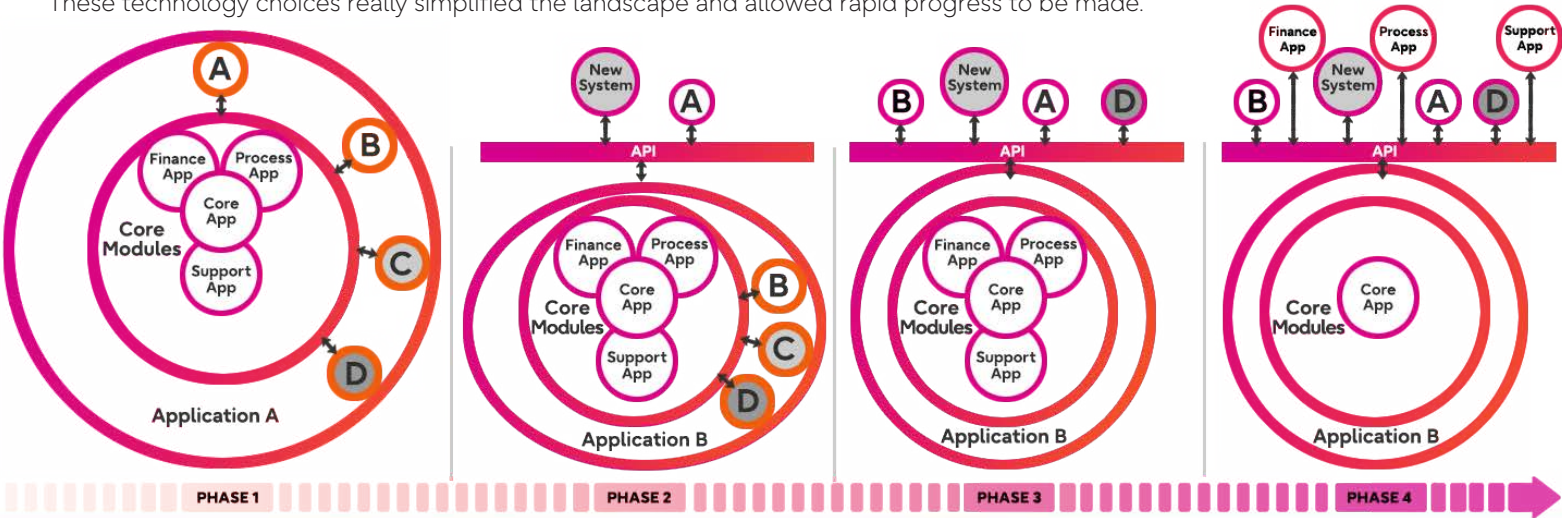
Nick Herbert, Head of Portfolio, Applications and Cloud, Fujitsu Oceania.

## Business challenge

Prevailing cloud technologies present an expectation that information sharing between different government departments is seamless. Unfortunately, for this government department the prospect is hampered by legacy systems and the associated technical debt. Fujitsu, as a Hybrid IT and Cloud provider, has a long history of providing services and solutions to this department for a number of years. Fujitsu understood their existing business challenges associated with legacy systems and how their IT applications needed to remotely support mobile staff in the field. This expertise was an important part of the success of the project and ultimately helped the department advance digital transformation through co-developed architectures.

## Approach to the challenge

The Fujitsu team leveraged a strangler pattern to modernise the architecture, which started with the use of APIs to provide a façade, allowing the application components to be separated from the core monolithic architecture. This partitioned approach allowed each application module to be de-coupled and transformed without a heavy reliance on the core application. It also allowed for an iterative modernisation strategy, without impacting end users, whilst incrementally moving towards the new target architecture. The decoupled API driven architecture also allowed for further extensibility and flexibility for further development of additional new features and capabilities. The target technology stack made use of Microsoft Azure to deliver the baseline Azure DevOps platform and a serverless function capability. The web front end leveraged HTML 5, CSS and Java Script. These technology choices really simplified the landscape and allowed rapid progress to be made.



## Outcomes

Fujitsu's ICT solution enabled the client to achieve their vision. It was about trust as the department moved from a traditionally hosted on-premises platform, into a cloud-native platform with serverless functions. Change can be difficult, but the Fujitsu team worked with the stakeholders, demonstrating the benefits while moving towards the new target architecture. The results delivered to the department's staff include better analytics providing accurate insights into their customers' needs while helping to predict the impact of decisions. The community now has access to simple, effective online services that provide the quality of support and assistance they have grown to expect from archetypal digital interactions. Leveraging public cloud platforms with a strong security wrapper to protect sensitive, critical personal data, was a significant part of the design of the new architecture. Other benefits included: increased speed, improved performance, reduced cost, and increased efficiency. The department's mobile employees, who need to react quickly to everchanging situations, could now access data to inform decisions, spend more time helping their customers face to face and less time on back-end administration and reporting. The six-month application modernisation project resulted in an annual saving of nearly AU\$1 million per year, in both support and platform technology costs.