Fujitsu Cloud Managed Service (FCMS) – Australian Government Health

Fujitsu Cloud Managed Service delivered improved ICT security and resilience for large state health agency while improving value for money.

Customer

This Australian government health agency provides public hospitals and community health clinics to support the health and wellbeing of over 6 million people. The agency provides sophisticated Information and Communication Technology (ICT) business systems and services to support the state public health workforce deliver care. Historically they had used on premise data rooms and Data Centres to host applications and data but increasingly wanted to move workloads to Microsoft Azure public cloud.

Challenge

This large, public health system was experiencing high Capital Expenditure (CapEx) to renew and manage hardware. They knew they needed a more sustainable, standardised and cost-effective approach.

The increased local and global threat from malicious actors had steadily increased the cost of cybersecurity services managed by their Security Operations Centre.

A cloud first strategy had been agreed but only a low percentage of workloads had been migrated. The benefits of cloud were understood in principle but other organisational priorities meant that the benefits had not been realised. They wanted to improve their capacity and capability to become a high performing digital enterprise.

The Finance team were accustomed to accounting for CapEx on the Balance Sheet and were reluctant to increase Operating Expenditure (OpEx) on the Profit and Loss account. They had limited experience of Cloud FinOps nor how to optimise cloud OpEx.

Solution

Fujitsu Health was appointed following a competitive tender. The team implemented the Fujitsu Cloud Managed Service (FCMS) – an automated platform to optimise management of Microsoft Azure and AWS cloud environments. The solution architecture enabled the transformation of legacy workloads from Windows server, SQL server and Virtual Machines to Microsoft Azure at a pace that the agency could manage while also maintaining the Business As Usual (BAU) Microsoft Azure environment.
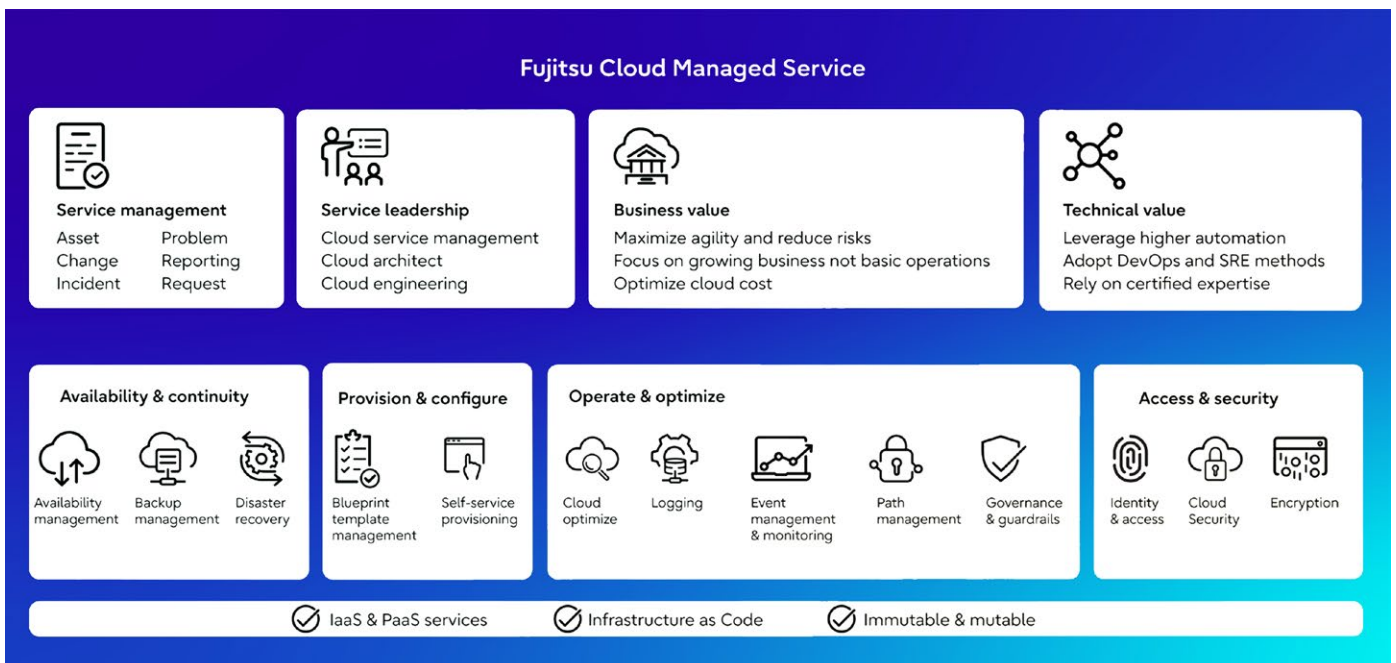
FCMS provided a superior BAU management service, allowing the agency to focus faster on innovative projects that would bring new workloads to Microsoft Azure. As more activity moved to Microsoft Azure it created a positive cycle freeing up more time and removing future CapEx from budget allocations. It also allowed the agency to consider which workloads could be refactored through application modernisation reducing the overall technical debt and cost burden of legacy applications.

This approach increased cloud OpEx (pay as you go) and reduced CapEx to buy new ICT infrastructure. It also reduced the OpEx of agency staff to maintain ICT infrastructure.

The agency was initially apprehensive during Transition In, as they were unfamiliar with FCMS. Post Go Live, they observed that FCMS met all of their cloud management needs. Fujitsu was able to meet or exceed all the Service Level Agreements.

As a potential solution to centralise authentication for workforce remote access, transitioning from Citrix VPN to Azure VPN would offer significant advantages to the agency. Leveraging the existing Azure infrastructure, this shift would enable the integration of Azure Active Directory (AAD) for VPN authentication. This approach not only streamlines access management but also bolsters security, representing a substantial improvement in remote working capabilities. It facilitates secure system access for the workforce from any location on both desktop and mobile devices, thereby modernising and enhancing the security of remote access.

Fujitsu Cloud Managed Service

Service management
Asset Problem
Change Reporting
Incident Request

Service leadership
Cloud service management
Cloud architect
Cloud engineering

Business value
Maximize agility and reduce risks
Focus on growing business not basic operations
Optimize cloud cost

Technical value
Leverage higher automation
Adopt DevOps and SRE methods
Rely on certified expertise

Availability & continuity
Availability management
Backup management
Disaster recovery

Provision & configure
Blueprint template management
Self-service provisioning

Operate & optimize
Cloud optimize
Logging
Event management & monitoring
Path management
Governance & guardrails

Access & security
Identity & access
Cloud Security
Encryption

✓ IaaS & PaaS services   ✓ Infrastructure as Code   ✓ Immutable & mutable

FCMS delivers 8 core capabilities to sustain business functions

Outcome

Fujitsu collaborated with the agency's security team to provide Microsoft Defender, Sentinel and an integrated cybersecurity architecture to safeguard data and applications. This joint effort led to a substantial enhancement in the security posture of the agency's ICT environment. They noted a significant improvement: the Microsoft Secure Score rose from 72% to 89% in the production environment and from 70% to 85% in the non-production environment managed by Fujitsu using FCMS.

Fujitsu is actively working with the client to enhance their backup and data recovery capabilities in the event of a disaster. This initiative is aimed at significantly reducing recovery time, compared to deploying the Business Continuity Plan with on-premises servers.

Furthermore, through the joint efforts of Fujitsu and the agency's operations teams, the patching compliance rate successfully improved to over 81% in the production environment and 84% in the non-production environment.

There was decreased demand on the agency's service desk and ICT staff as the FCMS stabilised the environment and decreased the frequency of alerts, decreased problem management, reduced incident volumes as well as decreasing response time to identify and resolve incidents. The Microsoft Azure cloud was maintained evergreen.

Dynamic scaling meant that as demand fluctuated up and down, cloud activity volumes and costs also fluctuated avoiding having to extract overperformance from systems which could decrease their resilience potentially leading to outages.

Fujitsu's FinOps expertise enabled the design of substantial cost-saving strategies for the agency. Our approach assisted them in transitioning from a traditional cloud OpEx mindset to a more focused cloud financial management perspective driven by a detailed understanding of their choices for cloud spend.

By executing our recommended strategies, the agency had the potential to save up to $2 million annually. These strategies, proposed by Fujitsu, included shifting predictable workloads to reserved instances, embracing savings plans, implementing right sizing and shutting down virtual machines during non-business hours. Fujitsu and Microsoft were dedicated to identifying the best possible actions to achieve these savings. We were actively engaged with the agency to implement these strategies, with the goal of optimising their cloud financial efficiency.

Overall, the agency was very satisfied with FCMS and commented favourably on the economics, performance and resilience of the service which resulted in improved identity, access and workforce productivity. A trusted service delivered through a strategic partnership resulted in quicker results at lower cost.