CASE STUDY
JGC INDONESIA

»FUJITSU HAS THE BEST IMPLEMENTATION SERVICE FOR CISCO-BASED NETWORK INFRASTRUCTURE AND MODERN DATA CENTER«
Adhi Sumarhadi, Department Manager, IT Department, Design Engineering Division

THE CUSTOMER
Established in 1974, JGC Indonesia is a subsidiary of Japan’s world leading engineering contractor, JGC Corporation which operates in 21 countries. JGC Indonesia started its business as a provider of design engineering and project management services for the country’s booming oil and gas industry. The company is one of the first among contractors that obtain ISO 9001:1994, then followed by ISO 9001:2000. After more than 30 years of experience, JGC Indonesia has proved its proficiency in diversified fields beyond oil and gas, including petrochemicals, chemicals, agro-plants and other plant construction projects domestically and overseas. Today, JGC Indonesia offers wide ranging services including project management, engineering, procurement and construction services. Its clients are notable companies such as Pertamina, Astra Agro Lestari, Chevron Pacific Indonesia, ConocoPhillips and Tangguh LNG.

THE CHALLENGE
IT has been at the heart of JGC Indonesia’s project operations – many of them are in remote areas having minimum infrastructure. Subsidiaries once formed part of its global operations, particularly to handle projects from international clients. When JGC Corporation embarked on a new corporate strategy by putting forward its subsidiaries as the profit centers, the role of IT in the national company also changed. “As a profit center, we are responsible for generating revenue from local projects. That means, we have to rely on our own IT infrastructure to deliver best results to them. We definitely need a brand new, sophisticated IT infrastructure, as soon as possible.” said Adhi Sumarhadi, Department Manager, IT Department, Design Engineering Division JGC Indonesia. “Time has been our biggest challenge in each project operation.” The company needs a complete set of infrastructure including cabling, servers, data center to IP-based phone and its application. To better serve its clients, JGC Indonesia has moved to a new office building to nurture greater opportunities.

THE SOLUTION
Fujitsu has played a prominent role to JGC Indonesia through an intensive consultation and implementation service for all IT infrastructure as well as post-project maintenance. JGC Indonesia’s selection for Cisco as its core network infrastructure technology goes in line with Fujitsu - Cisco global partnership. In addition, Fujitsu helped JGC Indonesia build a modern data center. It extended complete services from design to implementation, cooling, power and cabling to system integration. Fujitsu completed the project in only five months, enabling JGC Indonesia to quickly realize the benefit of modern and PRIMERGY servers and an ETERNUS storage system.

THE CUSTOMER
Country: Indonesia
Industry: Engineering, Procurement, Construction
Founded: 1974
Employees: 1,200
Website: www.jgc-indonesia.com

THE CHALLENGE
JGC Indonesia needs to revamp IT infrastructure through the establishment of modern data center and extensive network to support new business direction in which subsidiaries that were once part of global operations, are poised to serve as business units responsible for their respective markets.

THE SOLUTION
Fujitsu has helped JGC Indonesia with consultation and implementation of data center and Cisco-based network, as well as post-project maintenance service. Fujitsu also built modern data center, where it was involved from design to implementation; from cooling, power and cabling to system integration.
THE BENEFIT

- Quick roll-out of network foundation without compromising quality, the phase was completed in just three months.
- Implemented data center’s best practices in cabling, power, cooling to storage and management.
- Modern data center enables JGC Indonesia to deliver computation resources to project teams and is ready to support new business direction.
- Efficient infrastructure to provide information system even for small scale cost-sensitive projects.

JGC Indonesia applied strict criteria while selecting the best system integrator for this project. Adhi acknowledged that Fujitsu and Cisco which have formed a global strategic alliance was one key consideration for JGC Indonesia to give Fujitsu Indonesia an opportunity to be the system integrator. “We also have reference from the company’s HQ in Yokohama and Fujitsu Indonesia’s offering was competitive. This added up to the reason why we chose Fujitsu Indonesia.”

In the network infrastructure, as Adhi further explained, JGC Indonesia has set up the long-term roadmap to use Cisco as their core platform for voice and data communications, based on IP technology. Therefore, the network foundation in this project has an important value for future development, such as for implementing unified communications. Fujitsu managed to roll out this network foundation project as quickly as possible without compromising quality. “This is the most challenging phase of our project but thanks to relentless efforts from Fujitsu team, we were able to complete this phase in just three months,” said Adhi.

“Moreover Fujitsu provided rapid delivery to all our Cisco requirements and for the quick response, I think Fujitsu has the best support.”

Next objective of this project will be computing infrastructure. Prior to its plan to move to the new office, JGC Indonesia only has one air-conditioned server room. Lacking automated management system, it requires constant monitoring by a stand-by administrator so that he can act promptly against any unanticipated incidents.

Fujitsu also helped JGC Indonesia build a data center, while extending services from design to implementation. “Thanks to Fujitsu, we now have all-redundant-standard data center, and the implemented best practices in cabling, power, cooling to storage and management,” said Adhi. “IT operations are now running more efficient than ever.”

Having this infrastructure foundation quickly in place, Adhi expects IT to become strategic partner for project teams even sooner. “We are looking forward to provide information system requirements for all projects regardless their scale. Having an efficient infrastructure means that we can provide information system even for small scale cost-sensitive projects.”

PRODUCTS AND SERVICES

- Building Data Center
- Network Infrastructure
- System Integrator
- Cisco Catalyst 45xx, 37xx and 29xx series
- Cisco Call Manager version 7.x
- Cisco IP Phone 79xx series
- Cisco Router 38xx series

CONCLUSION

Business strategy of JGC Indonesia to expand services to Engineering, Procurement and Construction (EPC) with units responsible for local projects requires new role of IT, from being supporting to strategic aspect of its business. JGC Indonesia realized it by setting up a new modern IT infrastructure at its new office building. Fujitsu provided JGC Indonesia with world-class complete system integration service for both Cisco-based network infrastructure as well as new standard data center. Fujitsu completed the project in just five months, enabling JGC Indonesia to immediately benefit the implementation of modern, efficient IT infrastructure. In the future, JGC Indonesia plans to provide information system and infrastructure to its project teams in remote sites.

“TIME WAS THE BIGGEST CHALLENGE OF THIS PROJECT, FUJITSU DELIVERED IN FIVE MONTH WITHOUT COMPROMISING QUALITY”

JGC Indonesia values Fujitsu as a key component in the company’s efforts to position itself as the best strategic partner for EPC project.

ABOUT FUJITSU

Fujitsu Indonesia was established in 1995 under the name of PT. Fujitsu Systems Indonesia, a joint venture company between Fujitsu (Japan) and PT. Askomindo Dinamika (Indonesia). Headquartered in Jakarta and with service centers in Jakarta & Surabaya and more than 20 authorized service providers across Indonesia, Fujitsu Indonesia has a vision to become a leading provider of IT, communications and customer-focused business solutions.