

# Case Study

## A Large Regional Emergency Service

»As a result, [they] can spend less time interacting with computer systems and more time interacting with the community they serve.«

**Internal Senior Management**



### The Customer

As one of the largest organisations of its kind with nearly 20,000 employees over 500 separate locations, they have world class operations and demand world class technology solutions.

### The Challenge

An operational modernisation project was established at the customer to ensure the use of technology and systems directly addresses their operational information and process requirements.

The challenge of this project was to embark on a journey of change that will improve their core operational processes. The journey was divided into multiple phases to provide early benefits and to reduce risk, with each phase addressing specific customer benefits.

The first phase had to address the implementation of a user productivity solution for the main system. This system is a critical asset with exceptionally broad functionality, user base and data. Phase 1 also had to design a future flexible solution that would remove the reliance on the legacy environment and lay a future-proofed foundation for further development.

### The Solution

Fujitsu was selected as the Systems Integration partner that could successfully deliver an enhanced web based user interface for the customer's core system. This would allow it to meet user productivity requirements as well as provide the suitable knowledge to put together a future flexible solution based on Governance, Architecture, Business Process and System Improvement.

### THE CHALLENGE

- Reduced the elapsed time taken to execute operational tasks
- Reduced the time spent interacting with systems
- Improved the quality and accessibility of information
- Enable systems to be adaptive and "future proofed"
- Ensured the operational services have high availability end-to-end

### PRODUCTS AND SERVICES

- Legacy Modernisation
- Service Oriented Architecture (SOA)
- Business Process Management (BPM) Reengineering
- Business Improvement (BI) Identification
- Project and Quality Management
- High Availability Infrastructure Architecture

### BENEFITS

- Reducing the elapsed time taken to execute operational tasks
- Reducing time spent interacting with systems
- Improving the quality and accessibility of information
- Enabling systems to be adaptive and "future proofed"
- Ensuring operational services have high end-to-end availability

**The Benefit**

Phase 1 of the modernisation delivered a user-friendly interface for the customer’s main system and was able to provide early benefits from usability and improved screen flow.

Longer term benefits from the phase 1 modernisation will be:

- Reducing the elapsed time taken to execute operational tasks – by redesigning key operational processes and their implementation in the system.
- Reducing time spent interacting with systems – by reducing the time spent by front line staff inputting and retrieving data.
- Improving the quality and accessibility of information – by assisting staff to capture correct information at first data entry.
- Enabling systems to be adaptive and “future proofed” – through the design of a service based architecture that expects and supports change.
- Ensuring operational services have high end-to-end availability – by ensuring that the relevant infrastructure is intrinsically reliable, tolerates small failures and can be recovered following a disaster.

**Products and Services**

*Legacy Modernisation*

The Legacy Modernisation program of work provided a web enabled user interface to the system application providing presentation, security and integration services. This work utilised Rocket’s LegaSuite GUI software to achieve the user productivity solution.

Fujitsu also completed a RDBMS prototype for the customer to provide assurance that technologies and approaches could be successfully moved to a new operating platform such as Java (JEE)/Oracle.

*Service Oriented Architecture (SOA)*

Provided the customer with a SOA Strategy and associated deliverables to provide direction on:

Service	Deliverable
Application creation using SOA	SOA Principles, Patterns & Service Catalogue
Apps architecture based on SOA	SOA Reference Architecture
SOA governance for creation and ongoing operations	SOA Governance Model
Securing the SOA	SOA Security Model

*Business Process Management (BPM) Reengineering*

Evaluated and re-defined business processes that support end user functionality through facilitated workshops. Process validation was undertaken to identify performance and reporting metrics and validate business benefit.

*Business Improvement (BI) Identification*

Undertook analysis, design and business benefit identification for specific Business Improvement areas within the system.

*Project and Quality Management*

Provided the necessary Project and Quality Management control for the modernisation project to ensure correct governance.

- P&Q Management    ■ P&Q Reporting
- P&Q Monitoring    ■ P&Q Closure

*High Availability Infrastructure Architecture*

Established environments for the full operational use of the Web User Productivity solution.

**Conclusion**

Through successfully completing Phase 1 of the modernisation project, Fujitsu was able to assist the customer in attaining a more productive system for its users whilst setting the framework for a future flexible system.

“[The application] has brought our core operating system into the 21<sup>st</sup> century. It is the first phase of a program of works that will continue to bring operational [activities] and new technology together”

*Internal Senior Management*

Fujitsu achieved the customer’s objectives through partnership and forming a good working relationship with the key stakeholders and user community. Fujitsu also used its global and local resources to provide leadership, knowledge and expertise in each of the solution areas.

**About Fujitsu**

Fujitsu is the leading Japanese information and communication technology (ICT) company offering a full range of technology products, solutions and services. Approximately 170,000 Fujitsu people support customers in more than 100 countries. We use our experience and the power of ICT to shape the future of society with our customers. For more information, please see [www.fujitsu.com](http://www.fujitsu.com).

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