

Case Study

New Zealand Transport Agency

“The process was seamless and thanks to the quality of the team involved it was completed without risk of failure. Put simply, it just worked from the beginning and was a dream project for all of us.”

Tracy Parsons, Information Manager, New Zealand Transport Agency



The customer

Country: New Zealand
Industry: Government
Founded: 2008
Employees: 1,372
Website: www.nzta.govt.nz



The challenge

NZTA needed to upgrade its business critical Oracle Hyperion environment to meet security and compliance requirements. However, it couldn't afford any system downtime during the migration.

The solution

The company worked with long-term technology partner, Fujitsu, to leverage its extensive Hyperion knowledge base in India. Together, they spent over three months transitioning to a new Hyperion platform.

The customer

The New Zealand Transport Agency (NZTA) is a Crown entity made up of highly experienced people, including planners and policy analysts, engineers, business advisors, contract specialists, IT, legal, property and financial professionals. It employs over 1,300 people in 14 locations and is responsible for the management of 11,000km of state highways as well as driver testing, licencing and vehicle regulation. Fujitsu has provided IT solution and application and support services to NZTA for more than 10 years.

The challenge

NZTA relied on an Oracle Hyperion system to support critical business functions including land access regulation, motor vehicle registration and licencing and driver licencing. However, over the years it had grown volatile as it was running on an outdated Windows 2003 server. The problem was that there was a severe lack of local Hyperion expertise, making a successful upgrade a daunting prospect.

“Internally, we didn't have the Hyperion skills required but for security and compliance reasons the upgrade was imperative,” explains Tracy Parsons, Information Manager, New Zealand Transport Agency. “We looked to see if we could find local support and talked to other government agencies about how best to approach the project.”

NZTA decided the best course of action was to leverage the international reach of existing technology partner, Fujitsu. This would enable it to plug in to Fujitsu's extensive Hyperion knowledge base in India.

“Obviously, we were concerned about different time zones and effective communication, but Fujitsu quickly put us at ease,” adds Parsons. “Bringing one of the lead Hyperion team over for an initial assessment helped build confidence from the outset. Not to mention the fact that we have been working together for over ten years in a variety of areas.”

The solution

Following that initial assessment, Fujitsu and NZTA collaborated closely to plan and project manage the migration to a new version of Oracle Hyperion running in the Government IaaS platform. This analytical phase lasted six weeks after which up to five Fujitsu consultants and six NZTA employees spent three and a half months undertaking the migration.

The benefit

- The system is considered much more stable ensuring business continuity
- Incorporates disaster recovery capabilities to mitigate risk
- Manual maintenance and management is completed as part of its support removing responsibility from the IT database administrators

“Careful planning enabled us to migrate the various components without disruption to the business,” says Parsons. “Altogether, there are around 3,500 potential users in multiple locations as well as third party organisations so it was crucial to keep it available during the migration.”

As a result of the transition, the Hyperion solution has moved out of the NZTA data centre and onto a government-hosted platform as a service. It also now incorporates disaster recovery capabilities, which the previous system lacked and was a major source of risk.

“The process was seamless and thanks to the quality of the team involved it was completed without risk of failure,” continues Parsons. “Put simply, it just worked from the beginning and was a dream project for all of us.”

The benefit

Most importantly, the new system has given NZTA time to develop a longer term plan for its business critical services. With so much existing Hyperion knowledge embedded within the business, it is ensuring that this can be fully exploited for as long as possible.

“It is a supported, reliable platform that has bought us a few more years before making a more dramatic transition,” remarks Parsons. “It’s not a transformational project as such but it has certainly improved efficiency and productivity.”

Products and services

- Project Management
- Business Intelligence
- Hyperion Consulting Services (Fujitsu Global Delivery Centre - India)
- Testing Services
- Support Services

Hyperion draws on 27 data sources to generate multiple daily reports; previously due to outages scheduled jobs to produce business critical reports were delayed and would require manual intervention.

Ongoing support services are provided via Fujitsu’s local application managed services. “Fujitsu India provides support and, currently, I think there are two outstanding tickets needing resolution. That’s a huge difference on the previous burden of the old environment,” says Parsons. “It also provides disaster recovery which is critical to ensure the stable operation of the business.”

Conclusion

With this reliable, high-performing platform in place, NZTA can meet its compliance and security requirements while providing users with familiar and updated business services.

“This wasn’t a typical client-vendor engagement – it was much more working as trusted partners and that’s what made it such a success,” concludes Parsons. “Although we were a little nervous at the outset, Fujitsu soon proved it had the reach and depth of knowledge to deliver.

“It was a truly collaborative approach that enabled us to deliver the new solution within tight timeframes without disrupting the business.”

Tracy Parsons, Information Manager, New Zealand Transport Agency

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