FUJITSU

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Paul Reynolds – Director ICT Services, Department for Business Innovation & Skills

SUMMARY OF KEY FACTS

Organisation
Department for Business Innovation & Skills (BIS)

Services delivered
Technology refresh of BIS's core IT infrastructure, including the Enterprise Management infrastructure, desktop, server, network and printer platforms and consolidation of its London offices

Key metrics
- 27 office locations
- 5,500 desktop PCs
- 7,500 user accounts

Benefits
- **Increased productivity** – greater desktop performance, improved collaboration and fewer technical problems

- **Reduced overhead costs** – the consolidation of buildings and IT has generated multi-million pound cost savings

- **Effective IT management** – standardising platforms has simplified support and ensured asset data is up-to-date

- **Greater resilience** – application availability and reliability has improved significantly, reducing calls to the Helpdesk

- **Improved performance** – new tools have increased security and provided a platform to add new functions

- **Enhanced business image** – use of advanced technology supports the department's thought leadership role

- **Legal compliance** – new processes enforce Freedom of Information and Data Protection regulations

Challenge

The Department for Business Innovation & Skills (BIS) is the UK government department responsible for building Britain's future economic strengths by creating a regulatory environment that encourages enterprise, skilled people, innovation, and world-class science and research.

In 1998 BIS, formerly known as the Department of Trade & Industry (DTI) and subsequently Department for Business, Enterprise & Regulatory Reform (BERR), awarded Fujitsu a 10 year contract, subsequently extended to 2014, under which Fujitsu took ownership of the Department's existing IT assets and related services and responsibility for regularly refreshing the hardware and software in line with industry benchmarks.

Paul Reynolds, Director ICT Services, BIS, says, *"We were due a technology refresh under the terms of the contract, but there were also a number of business processes that we wanted to enhance and new technology that we wanted to exploit."*

Solution

Initially, an upgrade of the desktop platform to Microsoft Windows XP was required to exploit its advanced features and the new business applications designed for the latest Internet Explorer. However, changing the desktop hardware at the same time as introducing a new operating system was considered too disruptive for users. Fujitsu instead upgraded the 5,500 existing PCs to Windows XP, updated all of the applications and migrated 4,000 internal databases to Access 2002. While this work was underway, Fujitsu ensured that all users could continue to use any workstation on the estate whether it had been upgraded or not.

Fujitsu then replaced NT servers with Windows 2003 Domain Controllers. This was complicated by being the first migration of HP's secure edition of the NT operating system (NTSE) to Windows 2003. Even so, following suitable Test & Validation, the migration of over 7,500 user accounts was completed successfully in one weekend, two days before a general election.

"We rely on Fujitsu to tell us from a technical point of view what needs to be done and when," says Paul Reynolds. *"We then look at the impact on the business and modify activities accordingly. Obviously there is only so much that can be done at any one time, so there has to be a degree of flexibility on both sides, but once the project started moving forward it really gained momentum."*

Next Fujitsu implemented a new Enterprise Management infrastructure, based on the latest version of CA Unicenter, to remotely manage and proactively support the desktop and server estate. As the Unicenter client software had to be pre-installed, this work was closely linked with the next

phase of the desktop refresh in which over 5,300 new workstations were deployed across 27 locations.

For the first time in government, the new desktops were also configured with Windows XP Service Pack 2. Fujitsu then added new file servers to the IT estate and migrated all user data and shared drives onto them. It also moved the e-mail system to Microsoft Exchange 2003, reducing the number of Exchange servers from 24 to just 8.

The effectiveness of the e-mail management service was enhanced with a new Storage Area Network (SAN) and archive solution, based on Symantec's Enterprise Vault software and Fujitsu's Eternus SAN Storage System. Designed to enforce a new e-mail archiving and deletion policy, improve information retrieval and free up expensive server storage space, the solution is the first implementation in government of an e-mail management system using this type of seamlessly integrated SAN storage.

At the same time, Fujitsu was also playing a key role in the Department's "two roof" project, which consolidated the number of London offices from eight to two. To effect this major change, Fujitsu had to work very closely with the estate staff and numerous subcontractors to dovetail the upgrades with equipping the new offices, refreshing the network and moving hundreds of staff into new premises.

Finally, Fujitsu upgraded the network infrastructure with new hubs, switches and routers and migrated it to Fujitsu's own MPLS network for added resilience. New Proxy Servers were also implemented to enable faster Internet access and a new Internet search service was put in place for BIS' websites. Printers have also been standardised and centralised to make them easier to use, while reducing the costs of support, spares and consumables.

"Without doubt the tech refresh programme has exceeded my expectations," comments Paul Reynolds. *"One example is using centralised printers, where we've taken 800 printers out and now only have 50, so it's saving us a lot of money just on consumables. Much more noticeable have been the complimentary e-mails that we've had from users saying that they wished all projects were run like this!*

"Our over-riding brief to the project team was for 'zero impact' on our users, everything had to be transparent to them, and Fujitsu achieved that in spades. For example, Fujitsu put two new e-mail gateways in and there was absolutely no adverse impact on the users. Given the complexity of the project I would have expected one or more of the components to fail, but that simply never happened."

Benefits
The newly refreshed IT infrastructure has provided BIS with considerable cost and efficiency benefits:

- **Increased user productivity** – with much greater power and performance at the desktop, improved collaboration and fewer technical problems
- **Reduced overhead costs** – the consolidation of buildings and IT infrastructure has generated multi-million pound cost savings
- **Effective IT management** – standardising the desktop, server and printer platforms has simplified support and ensured asset information is fully up-to-date

- **Greater system resilience** – application availability and reliability has improved significantly, reducing the number of calls to the Service Centre
- **Improved operational performance** – new tools, such as Active Directory, have increased security immensely and provided a platform for new functions, such as identity management
- **Enhanced business image** – the use of advanced technology supports the department's thought leadership role and enhances customer confidence
- **Legal compliance** – new processes enforce Freedom of Information and Data Protection regulations.

Paul Reynolds says, *"As a result of Fujitsu's work on the technology refresh project we've had one of the longest periods of availability that we've had for a long, long time. We've also made enormous savings, including some £13 million a year on building costs alone. Now we can start to bring on the full capability of the new systems. By turning on the 'switches' we can give many more benefits to the user community with minimal risk and effort."*

Approach
Close collaboration in the planning of the technology refresh programme was critical to its success. Not only did members of BIS sit on Fujitsu's Programme Board and vice versa, but a dedicated intranet was set-up at the start of the programme to ensure that all users had a common source of accurate and up-to-date information.

"There is a huge change schedule maintained by Fujitsu and ourselves, just as part of our day-to-day life, such as office moves and new applications," explains Paul Reynolds. *"On average there are around 18-20 changes a night, some of which can be quite large. Making sure that all of these things are completed successfully without affecting the users, requires extremely tight planning and control and is a major undertaking by both organisations."*

Expertise
With over 30 years experience of supporting the needs of customers, Fujitsu has a proven track record in providing complex systems integration and management services that reduce costs, improve productivity and customer services and deliver a compelling return on investment.

Paul Reynolds says, *"This was not a typical technical solution by which you just install something then go around fixing the bits that don't work. Instead we set some fundamental ground rules, like no impact on the business and a need for full planning, because we simply didn't want any major problems to fix. This approach is not always popular with IT specialists and requires an ability to think in a different ways. Even so, Fujitsu understood our business drivers and achieved what we wanted thanks to some very careful and tight project management and some free and frank discussions, which we really valued. When you look back at how technically complex the project was and what could have gone wrong at any number of points you realise just how far we've come."*