

Case Study

Jamaica Public Service

»Fujitsu platforms have allowed us to deploy high availability applications which allows the organization to provide improved automation and response to customer requests«

Keith Smith, Vice President, Technology & Innovation, Jamaica Public Service



The customer

For over 90 years, the Jamaica Public Service Company Limited (JPS) has worked steadfastly to satisfy Jamaica's energy needs. Growing from a modest network serving fewer than 4,000 customers in the early years, it has significantly expanded its generation, transmission, and distribution capabilities. Today, with a customer-base of over 600,000 and a generation capacity that exceeds 620 megawatts, it is the sole distributor of electricity in Jamaica. The company employs 1,600 workers comprising highly skilled engineers, technicians and service professionals.

The challenge

JPS was relying on a legacy IT ecosystem that had become increasingly unreliable and lacked the functionality needed to operate effectively in today's market. Given the critical role the company plays in delivering electricity to the citizens of Jamaica, it wanted to deploy a hardware and application environment more fit for purpose.

"We depend on Ventyx Customer suite, now owned by Hansen Technologies Limited, to manage our business and customer relations however we were running a version that was ten years old and eight versions behind the most recent edition. It was also highly customized with over 350 modifications involved," explains Keith Smith, Vice President, Technology & Innovation, Jamaica Public Service. "We needed to roll out the latest version that would include customer information systems, an outage management system and the service suite."

JPS's existing infrastructure couldn't handle the demands of the most up to date iteration of the Ventyx software portfolio so the most pressing concern was creating a server and storage environment that could provide optimal performance.

"We undertook a thorough procurement process over the course of four months and selected Fujitsu based on a number of key criteria," adds Smith. "Firstly, it offered the best technical solution in the form of a highly flexible blade architecture with the right blend of processors and cores. It also has a depth of local knowledge and experience on the island. And it wrapped all this up with an impressive level of service and support. That made it the ideal partner."

The fact that Fujitsu had also shown willingness in performing pro bono assessments of the company's needs also stood it in good stead as a trusted advisor. However, with a government-mandated deadline looming relating to the outage management software, time was of the essence.

The customer

Country: Jamaica
Industry: Energy
Founded: 1923
Employees: 1,600
Website: www.jpSCO.com



The challenge

JPS was faced with an aging IT infrastructure that couldn't cope with the demands of the latest software. In order to upgrade its customer service and outage management applications, it needed to first upgrade the underlying hardware.

The solution

Following a comprehensive tender process, it asked Fujitsu to create an Infrastructure as a Service solution with servers and storage hosted in two separate locations on the island. The deployment and configuration took just ten weeks.

The benefit

- New solution can support up to 600 simultaneous users and has the ability to scale to meet future growth
- Real-time identification of power outages enables them to be fixed up to 20 percent more quickly
- Instant updating of meter readings enhances productivity and provides better customer service
- Fujitsu manages the hardware stack up to the operating system, JPS doesn't need to worry about performance

Products and services

- Fujitsu Infrastructure as a Service
- FUJITSU Server PRIMERGY BX900
- FUJITSU Storage ETERNUS DX90 S2

The solution

JPS took the middleware requirements from Ventyx and worked with Fujitsu to create the best environment for its operation. This consists of sixteen PRIMERGY BX900 servers at the production site in New Kingston and nine of the same model at the disaster recovery location in Montego Bay. Both sites are supported by Fujitsu ETERNUS DX90 S2 storage devices and networked with Brocade switches.

"The entire infrastructure roll out, from design to deployment to configuration took just ten weeks, aided by Fujitsu's global service team in India, who worked closely with Ventyx to fine tune the environment," says Smith. "It was an intensely collaborative relationship which really helped us get it right first time."

The solution was configured in a way that would ensure JPS can meet its current needs while allowing adequate headroom for future growth. The entire platform was delivered as a fully managed service to be hosted on JPS's premises with monitoring and management of the hardware stack up to the operating system being performed by Fujitsu.

"It was a seamless migration that can now support up to 600 simultaneous users and has the bandwidth to scale according to our future needs," continues Smith. "And because Fujitsu manages the underlying technology, we don't need to worry about performance."

The benefit

The system was up and running in time to comply with the incoming regulations relating to outage management. Given Jamaica's dated electricity infrastructure across the island, energy outages are not uncommon. The new solution, however, enables JPS to centrally log outages and build up a picture of faults in the network in real-time, helping the company to fix them faster.

"We are now much more accurate in terms of identifying – and therefore addressing – power outages," comments Smith. "We expect that in the coming years we will be able to reduce the length of outages by around 20 percent thanks to the new platform."

The Fujitsu/Ventyx solution is also facilitating mobile working, allowing meter readers in the field to record data in real time and update customer accounts within minutes. Previously, this could have taken days. At the same time, payment processing takes place instantly and customers can monitor their account online.

"It's much more accessible for our customers and saves our employees a lot of time because they don't need to input lots of data when they return to the office following meter reading," says Smith. "That reduces the burden on the workforce and boosts efficiency. The solution also gives me flexibility in being able to segment our customer base and create different rules for different types of customer. That means we provide a better service to everyone."

Conclusion

With JPS now firmly embedded in a five year Infrastructure as a Service contract, it can rest easy knowing that Fujitsu and Ventyx will provide a robust, high-performing and flexible suite of applications.

"I don't have a single negative comment to say about Fujitsu. The team knows my business inside out and is extremely responsive. That level of total commitment gives me peace of mind."

Keith Smith, Vice President, Technology & Innovation, Jamaica Public Service

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