

Fujitsu supported HMRC's digital transformation journey delivering its first high volume migration of legacy IT to the cloud.

Fujitsu migrated and virtualised 900 of HMRC's 1,200 Development and Test servers delivering a flexible, scalable and cost-effective development/test platform.

At a glance

Country: United Kingdom
Industry: Public Sector
Founded: 2005
Employees: 67,000
Website: hmrc.gov.uk

Challenge

HMRC's aging Development and Test data centre was reaching end of life and becoming less cost-effective to maintain. It wanted to find a more flexible solution that would meet the standards needed to continue operations, consolidate its estate and support its broader digital transformation vision.

Solution

Fujitsu virtualised 75% of HMRC's Development and Test servers to its private cloud platform, FAST. The remaining servers were either physically transferred to Fujitsu's Tier 3 accredited data centre or decommissioned in just two weeks.

Benefit

- Fujitsu's fully transparent and flexible cloud services cost model means that HMRC now only pays for what it uses, reducing cost to HMRC by 25%
- FAST provides a flexible, scalable and virtualised development/test platform with more in-built resilience than traditional physical hardware
- Reduced carbon footprint and improved security/resilience

Customer

HM Revenue & Customs (HMRC) was formed following the merger of the Inland Revenue and HM Customs and Excise Government departments. It is the UK's tax, payments and customs authority and provides services to 50 million customers nationwide. HMRC's vision is to become the most digitally tax advanced tax authority in the world. To achieve this, HMRC is introducing new digital services to transform the experience of its customers, and is using the latest technology to change how it works internally.

Products and services

- FUJITSU Consultancy Services
- FUJITSU Data Centre Services
- FUJITSU FAST Cloud



Challenge

One branch of HMRC had over 1,200 development and test servers, as well as supporting storage area network arrays and network and communication infrastructure. Much of this was reaching end of life and was becoming more expensive to maintain. Furthermore, utilisation of the development and test infrastructure fluctuated as many servers were used for development purposes on an irregular basis. For example, some servers were only used for twice yearly enterprise release testing for delivery of new services, leading to an average utilisation of 10%. Moreover, any changes in the physical technology could take several months to implement.

The wider HMRC organisation had already introduced a new digital strategy based on location-agnostic, flexible, secure and scalable cloud solutions. To realise its aspirations HMRC needed to better align its data centre strategy with its transformational vision. HMRC wanted to migrate services to a virtualised environment to boost efficiency and lower costs.

As one of its IT partners, Fujitsu was asked to migrate the majority of services undertaken at one of its locations to a virtualised cloud based platform. The remaining servers were to be relocated to a more secure and resilient data centre environment. The challenge was to do so without disrupting the 400+ applications in development and testing within just two weeks - an extremely tight timeframe.

Solution

Conceived in January 2015, and managed by a small core team from Fujitsu and HMRC, the data centre entire exit project was completed in November that year. The first phase of exit involved the migration of 450 servers to Fujitsu's FAST Cloud platform. FAST is a hybrid, private cloud service that enables HMRC to easily manage its virtual machines and realise the benefits of flexible, scalable and cost-effective IT. The FAST platform was chosen as the hosting platform for a number of HMRC development and test servers. By sanctioning the project, HMRC streamlined its estate considerably.

The remaining servers and supporting infrastructure, including SAN arrays, Firewalls, Multi-Layer Switches, and Tape Libraries were transferred and restored safely and securely over the critical relocation and restoration period - two short weeks. The Fujitsu and HMRC team, supported by Fujitsu's UK & Ireland Engineering Services and Technology Product Group teams, transferred all the critical infrastructure to Fujitsu's Tier 3 accredited data centre. Fujitsu ensured its data centre had the requisite capacity in terms of space, leading edge power and network connectivity to cope with the additional demand by upscaling its internal operations.

Benefit

The project was one of the largest data centre migrations achieved in Europe, supporting the services which support 67,000 employees as well as millions of citizens and businesses.

Supporting HMRC's green strategy, the project has reduced HMRC's carbon footprint significantly through decommissioning or transforming over one thousand servers. HMRC now has a flexible, scalable and virtualised development/test platform with more in-built resilience than traditional physical hardware can provide. Fujitsu ensured it made this transition seamlessly without interrupting service.

By outsourcing to the Fujitsu Tier 3 accredited data centre and migrating to Fujitsu's cloud platform, HMRC only pays for what it uses, allowing the organisation to easily respond to changing demands, which has led to tangible and sustainable cost reductions of 25%. When the public purse strings are tight, such savings help HMRC meet stringent spending targets as set by the UK Treasury and help it meet its long-term goal of becoming the most digitally advanced tax authority.

Thanks to the commitment of the teams involved, the project was completed ahead of schedule and thankfully, just before severe weather conditions hit during Christmas 2015, flooding the HMRC office. Had the physical servers still been in situ, it would have had a far more significant impact on service delivery. Luckily, the service was largely unaffected.

With the development and test environment now successfully migrated to the Fujitsu data centre, HMRC's data centre team can focus on transitioning and virtualising its remaining live applications. This will help enable it to truly realise the UK government's digital vision and provide robust, secure and available public services to all.

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