

Case study FCC INDONESIA

»Beyond providing superior products, Fujitsu demonstrated excellent support, strong commitment and deep expertise in the project«

Dwi Wahyu Sudiarmoko, MIS Chief, FCC Indonesia



The customer

FCC Indonesia is a subsidiary of FCC Group Japan –one of the global leading suppliers of motorcycle and automotive clutches with 14 plants located in 10 countries. FCC Indonesia was established in April 2001 with a capital of USD11 million. From the plant in Karawang, West Java, FCC Indonesia supplies a variety of clutches and related parts for brands such as Honda, Yamaha, Kawasaki, Suzuki and Daihatsu. FCC operates an integral production system that starts from R&D of friction materials and ends in clutch design and assembly. FCC applies severe quality control and cost awareness in all production processes from the design stages to prototype development, testing, mass production and assembly. FCC will continue to offer products of high performance, high quality, and high durability based on our unique ideas and technology, and contribute to further growth of motorization.

The challenge

FCC Indonesia needed to revamp their aging IBM-based server infrastructure to maintain current business operation and to prepare for future requirements. The previous system was at the edge of its full capacity, leading to data frequently offloaded from the server to the end user's PC, which put the data at risk. The increasing number of incidents was an alarm for FCC Indonesia to start taking actions before serious business disruption occurs. Situation went bad to worse because the previous maintenance support contractor was unresponsive. In 2007, FCC Indonesia selected Fujitsu to provide maintenance support for its IBM servers. However, the problem persisted. Upgrading the system had little effect in easing the system's workload. Spare parts were scarce. FCC Indonesia business was at risk. It was until 2010, during a semester evaluation meeting, "We decided that replacing our server infrastructure was the permanent solution to our problems," said Dwi Wahyu Sudiarmoko, MIS Chief FCC Indonesia. "We didn't have to look any further for a solution provider other than Fujitsu after their proven expertise in keeping our old IBM systems running."

The solution

Fujitsu provided FCC Indonesia with complete IT infrastructure enhancement solution, from design, system migration and implementation service to hardware and software --which consist of PRIMERGY servers and ETERNUS storage product lines.

The customer

Country: Indonesia
Industry: Manufacturing
Employees: 1915
Website: www.fcc-indonesia.com



The challenge

FCC Indonesia needed to revamp their aging server infrastructure to maintain current business operation and to prepare for future requirements. The previous system was at the edge of its full capacity with escalating problems which put business at risk.

The solution

Fujitsu provided FCC Indonesia with complete IT infrastructure enhancement solution, from design, system migration and implementation service to hardware and software --which consist of PRIMERGY server and ETERNUS storage product lines.

The benefit

- The project was completed in just two months with minimum disruption to the business.
- The system availability improved drastically, the new server infrastructure gave the capacity to support future growth.
- The system management tools to simplify routine administration and maintenance tasks, moving IT role from support to strategic.
- Fujitsu bring high-availability and scalability for FCC Indonesia, enabling the company to quickly respond and adapt to ever-changing business challenges.

Products and services

- Fujitsu PRIMERGY RX300 S6
- Fujitsu LT20 LTO-4 SAS HH Model
- Fujitsu ETERNUS DX80
- Fujitsu SME Rack 42U
- Fujitsu KVM Switch 16-port
- APC Smart-UPS XL 2200VA (Rack mount Type)
- Proxy Appliance : BlueCoat SG300-10 with WebFilter Licenses
- CA ARCserve Backup Software

The benefit

To solve current performance issues while anticipating future requirements, Fujitsu provided FCC Indonesia with a new infrastructure design, which comprised of Active Directory, File Server, E-mail system, Windows Server Update Services (WSUS), Dynamic Host Configuration Protocol (DHCP), antivirus, and enhanced backup management. "Fujitsu were able to identify the root cause of our problem and work up the design based on these findings," said Dwi.

During the implementation phase, Fujitsu worked collaboratively with FCC Indonesia IT team to complete the project in just two months, inflicting minimum disruption to business. The server infrastructure hosts accounting and human resources applications, as well as file sharing system and e-mail system. "We couldn't afford longer downtime because these systems are critical to our business operation," said Dwi. "Fujitsu completed the project in a timeframe they've promised, enable us to utilize the new infrastructure since the first day it went live."

FCC Indonesia experienced significant benefits right after deploying the new infrastructure. "The system availability improved drastically, but what's more is that the new server infrastructure gave us the capacity to support future growth. Today IT is more confident in supporting our end users to achieve their business objective," explained Dwi. "Furthermore, using the system management tools to simplify routine administration and maintenance tasks, IT can move away from keeping-the-lights-on role to strategically provide new capabilities to the business."

After having the new infrastructure in place, FCC Indonesia is ready to embark on new strategic initiatives. "Fujitsu have built for us a scalable infrastructure to cope with future plans. We are planning to implement Manufacturing Resource Planning (MRP) application on top of the new infrastructure," said Dwi.

Conclusion

Beyond just provided FCC Indonesia with superior hardware and software products, Fujitsu demonstrated excellent support, strong commitment and deep expertise in every phase of the project. Fujitsu bring high-availability and scalability for FCC Indonesia, enabling the company to quickly respond and adapt to ever-changing business challenges.

"SUPPORT WAS PIVOTAL FOR US, FUJITSU DEMONSTRATED EXCELLENT SUPPORT AND STRONG COMMITMENT ALL THE WAY DURING THIS PROJECT"

FCC Indonesia values Fujitsu as a key component in the company's efforts to provide products of high performance, high quality, and high durability.

About Fujitsu Indonesia

Fujitsu Indonesia was established in 1995 under the name of PT. Fujitsu Systems Indonesia. Headquartered in Jakarta and a number of service centers in Jakarta & Surabaya also more than 20 authorized service providers across Indonesia, Fujitsu Indonesia has a vision to become a leading provider in IT, communications and customer-focused business solutions.

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