

# Case Study

## City of Tampere

»ICT solutions play an important role in our work, enabling city operations as well as helping develop better services for the municipal citizens.«

Jarkko Oksala, CIO, City of Tampere



### The customer

Tampere is the third largest city in Finland and the largest inland center in the Nordic countries. Currently there are close to half a million inhabitants in Tampere and its neighboring municipalities. Tampere is located 100 miles north from Helsinki, the capital of Finland, and is one of the three most rapidly developing regions in the country. The city is a center of leading-edge technology, research, education, culture, sports and business.

### The challenge

Previously the City of Tampere and its surrounding municipalities had a fragmented IT environment, with different services of multiple suppliers. Each municipality had its own support services at different locations with user support offered mainly on site. Its data center services were highly dependent on individual specialists. There were many overlapping applications in use for the same purposes across the region and as cooperation within the region started to grow, a more standardized, comprehensive and efficient IT environment was needed.

### The solution

Fujitsu provides IT infrastructure and system services to the City of Tampere and its seven surrounding municipalities as well as the Pirkanmaa Hospital District. The acquired services are provided in accordance with Fujitsu's Patja and Sohva service models.

Fujitsu provides user support to the customer with a 24/7 single point of contact (SPOC) where all service requests are handled accordingly or channeled to a respective supplier. Requests are solved through utilizing more problem and incident management, resulting in improved problem resolving rates. In addition, Fujitsu manages and operates customer's data center services in a centralized manner, decreasing the dependency on individual specialists. Fujitsu also hosts hundreds of operational applications, increasingly utilizing cloud-based solutions. Moreover, Fujitsu hosts Service Oriented Architecture (SOA) environment of the customer. Fujitsu also delivers all the workstations to the customer's premises, with agreed preinstalled software packages.

### The customer

Country: Finland  
Industry: Public  
Employees: Approx. 15,000  
Website: [www.tampere.fi/english](http://www.tampere.fi/english)



### The challenge

City of Tampere needed to move from a fragmented IT infrastructure and support model to a unified operations model in order to improve the efficiency of its services.

### The solution

Fujitsu provided extensive IT services in accordance with Patja and Sohva service operating models to the City of Tampere and its neighboring municipalities.

### The benefit

- Standardized operations across the IT environment
- Unified support processes and practices
- Enhanced end-user experience
- Improved cost efficiency
- Increased availability of services
- Cost-effectiveness through pre-installations of software

### The benefit

Standardized services enable the setup of an efficient, user friendly and cost-effective IT environment. With centrally managed and monitored process-related services, the customer is less dependent on individual service specialists.

The operating model provides the customer with a true single point of contact user support. Users can contact the service desk via various communication channels. In addition, service requests are resolved effectively through the utilization of remote problem and incident management.

### Conclusion

Since 2008, Tampere has coordinated IT cooperation with the city's seven surrounding municipalities. At the start of November 2010, Fujitsu's Patja and Sohva services were deployed in Tampere and the Pirkanmaa Hospital District. The municipalities joined the service in stages the following year. Currently, the extensive collaboration covers the services for about 15,000 workstations and the management of 300 servers.

### Products and services

- Patja service model
- Sohva service model
- Workstation deliveries
  - Remote pre-installation

Today, the foundations for efficient IT infrastructure have been laid with many tools and communication channels in use across the municipal region. Mergers of municipalities in the Tampere region have not been decided, from the perspective of IT, the municipal borders have already become more indistinct.

"The new multi-vendor environment brings a huge operational change where the most important is to get all the parties to collaborate seamlessly. Particularly in responsibility handover situations it is of critical importance that the services run flawlessly also when the new service providers take on the service responsibility."

At present, the city aims to increase the effectiveness and productivity of administration. To help with these challenges, Fujitsu provides the City of Tampere with a new Smart Working service concept which brings together and shares the best practices for efficient ways, methods and operating models of working.

---

### Contact

FUJITSU  
Address: P.O. Box 100, 00012 FUJITSU, Finland  
Telephone: + 358 29 302 302  
Website: [www.fujitsu.com/fi](http://www.fujitsu.com/fi)  
2015-07-02

© 2015 Fujitsu and the Fujitsu logo are trademarks or registered trademarks of Fujitsu Limited in Japan and other countries. Other company, product and service names may be trademarks or registered trademarks of their respective owners. Technical data subject to modification and delivery subject to availability. Any liability that the data and illustrations are complete, actual or correct is excluded. Designations may be trademarks and/or copyrights of the respective manufacturer, the use of which by third parties for their own purposes may infringe the rights of such owner.