THE JMMB GROUP

"Fujitsu has proven to be a strategic partner that has consistently exhibited solid expertise, high quality deliverables, and good customer service when providing solutions for JMMB."

Tennyson Arnold
Group Technical Services Manager
JMMB Group

Fujitsu provided project management and technical support to ensure seamless migration to a new data center and upgraded network infrastructure.

At a glance
Country: Jamaica
Industry: Financial Services
Founded: 1992
Website: jmmb.com

shaping tomorrow with you

Challenge
JMMB had built up a patchwork IT infrastructure over the past 25 years and as a result there were performance and availability challenges. It was agreed that in order to improve performance and uptime it was best to overhaul the entire network and migrate core services to a new data center.

Solution
JMMB selected Fujitsu as part of its request for proposal (RFP) process, to provide networking products and services including overall project management, network design, configuration and installation. Over the course of six months, both companies worked together to create the new platform before performing the migration.

Benefit
■ Network services migration was completed on time and on budget thanks to careful project management

■ Significant improvement in performance, reliability, and security

■ Comprehensive network and hardware support, ensuring optimal availability and confidence

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Customer

JMMB Group provides integrated financial services and proactively delivers personalized financial plans offering a wide range of financial solutions, including banking and investments. It currently has 19 offices across Jamaica, Trinidad and Tobago, and the Dominican Republic, catering to more than 200,000 customers. At the heart of the company's ethos is the belief that a financial institution should honor each person and provide opportunities for individuals to fulfill their financial goals and dreams.

Products and Services

- Fujitsu Professional Services

Overhauling IT infrastructure

JMMB has been in existence for just over 25 years. Beginning as a small company, it has grown organically through expansion and acquisition, and JMMB now operates in three countries across the Caribbean. As the company has grown, so too has its IT network infrastructure. However, having interconnected the various technologies and topologies from the acquisitions, the network lacked a cohesive design.

"JMMB Group has been growing rapidly in all entities, and that growth dictates that we keep pace technologically as well as ensure that we remain scalable to be able respond quickly to emerging requirements," says Tennyson Arnold, Group Technical Services Manager, JMMB Group.

JMMB wanted to migrate its core services to a new data center, consolidate services, and revamp its network to improve performance, resilience, and uptime. As such, JMMB needed to find a partner that could ensure the ambitious initiative would be delivered on time and on budget.

"We defined the scope of the project, which included replacing end-of-life equipment, implementing new services, and creating an intuitive network," adds Arnold. "Our previous networks were not seamless, so we wanted better management and visibility."

The company undertook a considered evaluation of the market before shortlisting three potential partners. It defined its key criteria as cost, experience, ability to deliver hardware, support, documentation, and familiarity with JMMB. Fujitsu came out on top in every category.

Redesigning and relocating a new data center

Security is of utmost importance to JMMB. With a strong reputation in network security Fujitsu was selected to design, configure, deploy, and manage a new, next-generation firewall that protects both the data center and the co-located disaster recovery site.

Fujitsu developed a new infrastructure design based on JMMB's requirements and a series of workshops with key stakeholders. Once the design was agreed, a detailed plan was developed to procure, implement and maintain the new data center. Fujitsu, JMMB, and other third-party vendors spent six months painstakingly retrofitting the new data center with the requisite equipment, including Cisco switches and routers.

"We ran the new infrastructure in parallel with the old systems to minimize disruption to the business. Then, using a phased approach, we moved individual services across one-by-one outside regular business hours," continues Arnold.

Now, the new network infrastructure supports over 2,000 users in Jamaica, Trinidad and Tobago, and the Dominican Republic. It provides access to critical applications, including the core banking system, the pension management system, as well as the HR and client information systems.

When describing the new network, Arnold says, "It is the backbone of our group of companies and as such availability is key. Fujitsu is responsible for the support of the network and its infrastructure which is governed by an SLA system, ensuring we receive a timely response for issues of varying priority."

Dependability meets innovation

JMMB most values the strong technical expertise, reliability, and confidence that Fujitsu brought to the project. Working together for over five years, Fujitsu has effectively collaborated with JMMB to gain a deep understanding of its true business objective. This helped to ensure the result was a project that met business and technical expectations, while coming in on time and on budget.

"We are comforted by the fact that we now have a higher-performing, ultra-available IT infrastructure that is built for the future. This means we can provide a better service to internal and external customers," says Arnold. "Behind that, we have Fujitsu, which is a business partner on whom we can rely. When we have an issue, we have confidence that Fujitsu will be quick to respond and resolve."

A further advantage to the partnership with Fujitsu is the innovation it brings the team through regular contact to discuss new technologies. Fujitsu has numerous global financial services clients and so the team can share valuable insights and innovations on the latest developments in financial technology.

"Fujitsu has been known to provide innovative solutions to its customers, and we have experienced this since engaging them as strategic partners for network management services. It has always been willing to help assist us with brainstorming different ways of getting the results we need," remarks Arnold.

JMMB has now embarked upon a proof of concept (POC) of the Fujitsu Remote Infrastructure Monitoring Services, which will enable the company to monitor and manage its core systems more proactively. Guided by the Fujitsu design, JMMB is upgrading its other sites in Jamaica and across the Caribbean.

Arnold concludes: "We are looking forward to a continued, fruitful relationship with Fujitsu as we grow our organization and aim to deliver first-class quality of services to our clients."

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Email: AskFujitsu@us.fujitsu.com

Phone: 1-800-831-3183