

“Fujitsu was the clear choice based on service and digital transformation capabilities that played a central role in its approach. Working in competitive markets, every pound we spend needs to deliver cost efficiency and value for money.”

**Darren Miles**  
VP Global Infrastructure & Operations  
Centrica

## Enhancing global collaboration for thousands

### At a glance

Country: United Kingdom

Industry: Utilities

Founded: 1997

Website: [centrica.com](http://centrica.com)

### Challenge

Centrica needed to upgrade its global end user estate to Windows 10 and Office 365, consolidate three service desks into one, and ensure 1,200 applications would work in the new environment. It needed to find the right partner to enable a key part of its digital transformation.

### Solution

The transformation embraced Windows 10, Azure, Office 365 and Fujitsu's digital hybrid – on-premise and cloud – with the creation of a single digital platform that saw 26,000 users migrated to Windows 10, 48,000 users to Office 365 and one global service desk backed up with new services like the Expert IT bar.

### Benefit

- Moving to the cloud leads to £10m in savings
- Flexible IT consumption enables new business acquisitions/divestments to adopt and diverge quickly
- Real-time collaboration means employees can connect globally across the organisation for the first time to share knowledge and deliver for its customers
- Increased employee productivity that can lead to enhanced customer engagement



## Customer

Centrica is a global energy and service company, serving over 25 million customers in the UK, Ireland and North America through its brands, including British Gas, Bord Gáis Energy and Direct Energy, and is supported by a 10,000 plus strong team of engineers. With the increasing importance of technology in the delivery of energy and services, Centrica develops innovative products and services such as its Hive product range, with over one million customers.

## Products and Services

- Fujitsu Digital Workplace
- Fujitsu Hybrid IT and Cloud
- Fujitsu Cyber Security
- Fujitsu Application Services

### Standardising the global end user estate

Centrica's 48,000 global users were using outdated devices tied into a traditional on-premise approach to IT. Moreover, each of the 17 locations around the world worked differently and lacked the tools to collaborate effectively beyond their business area. The company wanted to modernise its end user estate so that employees had a modern, engaging and familiar experience through upgrading to the latest version of Microsoft Windows and Microsoft Office 365.

"Our global strategy is designed to satisfy the needs of our customers, however, we weren't taking advantage of our talent and, as a result, were less than the sum of our parts," explains Darren Miles, VP Global Infrastructure & Operations, Centrica. "We needed to reshape the company along group model lines to better access and share talent around the globe."

Centrica identified five priorities when undertaking this ambitious project: cash flow, cost efficiency, safety, compliance and conduct. A formal procurement exercise identified 12 potential partners and quickly narrowed it down to two candidates. Fujitsu was chosen based on its demonstrable skills, experience, global reach and referenceable track record.

"Fujitsu was the clear choice based on the service it provided and the digital transformation capabilities that played a central role in its approach," adds Miles. "Ultimately, every pound we spend needs to deliver cost efficiency and value for money."

"Fujitsu understood that and delivered a proposal accordingly."

### Updated software and a single service desk

Fujitsu and Centrica produced a detailed 18-month plan that outlined the migration of 26,000 users to Windows 10, 48,000 global users to Office 365 and the creation of one global service desk. It was a multi-faceted approach, divided across multiple workstreams, and broken down into one overarching transformational programme.

"The individual approach would vary depending on their needs so knowledge workers, for example, would arrange an appointment to upgrade while standard laptop users would get a notification and perform the upgrade themselves," says Darren. "This self-service element helped transition thousands of users more quickly."

However, it wasn't simply upgrading the device software and moving on – the entire application portfolio had to be revisited to ensure they would continue to work in the new environment. The team engaged individual Centrica business units to test over 1,200 critical applications, including SAP and Oracle.



"We have one of the largest field teams in the UK, large contact centres and are also introducing IoT technology in certain areas of the business – these rely on many different applications to perform effectively," continues Darren. "So having Fujitsu help us test, tweak and package all the applications across our global estate was invaluable."

### Collaboration and cost-savings

The result is Centrica's first truly global collaboration platform, enabling Skype meetings and document co-authoring, making the company more agile and productive. 10,000 monthly co-authored documents, two million monthly Skype messages and 1.2 million monthly Skype calls are testament to the success and popularity of the new approach.

"We used to be fragmented: couldn't email consistently across the business, couldn't instant message and couldn't share, which meant we couldn't collaborate effectively," comments Darren. "Now we have global communities working together and sharing ideas in real-time."

This transformative project is also bringing significant savings by shifting substantial amounts of legacy kit from on-premise to the cloud while also removing the need for expensive trips to meetings when virtual meetings have become the norm. Moreover, new employees can be on-boarded much more quickly – a recent Israeli acquisition with 600 employees was completed in a matter of days rather than weeks.

"We estimate the first year's savings to be in the region of £10 million," remarks Darren. "However, it is about so much more than the money. It's about the flexibility, the improved work-life balance and the collaboration, which have transformed how we work for the better."

Having completed this project successfully, Centrica is keen to explore other areas where Fujitsu can make an impact. The first step was its idea to create a virtual desktop platform with a new cloud-based architecture to increase scalability and flexibility given, for example, the weather can have a rapid impact on customer needs and therefore the demand on platforms.

"Fujitsu has enabled us to boost our collaboration and productivity enormously," concludes Darren. "It really understands us and has the pace, capability and talent to deliver on our truly ambitious plans."

## FUJITSU

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