SKYCITY
ENTERTAINMENT GROUP

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Johneen Morris
Group Applications Manager
SKYCITY

SKYCITY commissioned an ICT Sustainability Benchmark from Fujitsu to evaluate its energy consumption and recommend ways to reduce it by 20 per cent.

At a glance
Country: New Zealand
Industry: Hospitality
Founded: 1996
Website: skycityentertainmentgroup.com

Challenge
To meets its commitment to sustainability, SKYCITY wanted to become more energy efficient in its ICT estate. It asked Fujitsu to provide an ICT Sustainability Benchmark that would give an overview of its operations and how best to improve them.

Solution
Fujitsu conducted face-to-face interviews with key personnel, surveyed the ICT estate and installed power meters to accumulate the relevant data. It then provided SKYCITY with a comprehensive report detailing how it consumes energy with recommendations on how best to reduce this figure.

Benefit
- Dashboards clearly show how SKYCITY uses electricity in its ICT estate
- SKYCITY now only purchases energy-star rated devices
- All suppliers now vetted based on eWaste policy
- Soon to arrive is a new eWaste bin, enabling employees to safely dispose of cords, mobile phones and tablets
- On track to reduce energy consumption by 20 per cent

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Customer

SKYCITY Entertainment Group Limited (SKYCITY) is New Zealand's largest tourism, leisure and entertainment company and is listed in both New Zealand and Australia. It is one of only three publicly listed casino operators in Australasia and operates integrated entertainment complexes in New Zealand (Auckland, Hamilton and Queenstown) and Australia (Adelaide and Darwin). In addition to its contemporary casino gaming facilities, the group also offers world-class restaurants, bars and conference facilities as well as award-winning accommodation in Auckland and Darwin.

Products and Services

- ■ FUJITSU ICT Sustainability Benchmark

Minimising the impact of ICT

SKYCITY is committed to playing its part in tackling climate change, and conserving the environment is one of the company's key corporate social responsibility pillars. As a member of the Climate Leaders Coalition, SKYCITY has pledged to take action on climate change and play its part to keep global temperatures within two degrees of warming and has signed on to set targets through the Science Based Targets initiative.

SKYCITY has already taken significant steps to reducing its environmental impact in two key areas: reducing energy consumption and reducing waste. It had taken actions including implementing new waste management systems, managing efficient upgrades to significantly reduce energy use, and creative solutions such as closed loop recycling projects. However, ICT energy usage had not yet been considered.

"Our Chairman read a newspaper article stating that New Zealand is one of the worst countries in the world when it comes to ICT sustainability because, as a topic, it usually flies under the radar," explains Johneen Morris, Group Applications Manager, SKYCITY. "He then asked ICT to look at how we could reduce the energy footprint of our 1,500 devices and 400 servers."

SKYCITY's recently appointed CIO had conducted an ICT Sustainability Benchmark with Fujitsu in his previous position and was full of praise for its methodology and results. This positive experience led SKYCITY to invite Fujitsu to discuss the company's needs in more detail.

"First, we wanted to establish a baseline of where we are today so we could develop a clear view of where we needed to go," says Morris.

A detailed overview of consumption

SKYCITY began by providing Fujitsu with details of all assets, including laptops, desktop PCs, monitors and tablets, as well as sharing its electricity bills. Fujitsu Head of Sustainability, Lee Stewart, then visited New Zealand to conduct one-on-one interviews with key employees, including the Facilities, Procurement, Environment and ICT Managers. In total 12 senior staff members were questioned about how SKYCITY operates from an ICT perspective.

"Fujitsu spoke to key personnel and visited the data centre and communications room to get a feel for the hardware, which was for the most part seriously outdated," continues Morris. "We had inherited a lot of 'technical debt' due to minimal investment over the years. When I joined, it felt like going back in time."

This research by Fujitsu enabled it to pull together key findings across five key areas, including end-user technology enablement, enterprise, lifecycle and data centre. It also attached meters to certain devices to gain insight into how much electricity was typically used across the business. Together these resulted in an ICT Sustainability Benchmark, detailing and scoring SKYCITY's performance in critical areas, complete with recommendations to boost its scores.

"Fujitsu provided a comprehensive overview of how we use technology and where we could improve behaviour around topics such as eWaste, and more energy efficient laptops in place of power-hungry PCs, for example," says Morris. "There were a lot of small things which together add up to the potential for significant improvement."

Introducing sustainability

SKYCITY now has a unified dashboard that gives it visibility of power consumption and lifecycle management across its entire ICT estate. This means it can more efficiently manage its hardware and can assess energy costs when it comes to considering new business cases.

"We have shared the dashboards with the entire team, so everyone can understand the importance of ICT sustainability. It's an easy way to grasp the effects of how we work," comments Morris. "So, for example, now everything we have is energy-star rated and we know the supplier's eWaste policy."

In addition, the company is installing an eWaste bin, accessible to all employees, where old mobile phones and tablets can be safely disposed. At the same time, it is replacing its aging devices with newer, more efficient laptops running Windows 10 and Microsoft Office 365, complete with power meters. SKYCITY is also planning to migrate one of its data centres to the cloud, which will provide further reductions in energy use.

In July 2018, SKYCITY committed to the setting of internationally accredited Science Based Targets to reduce its emissions. SKYCITY will be the first hospitality businesses in Oceania and one of just nine New Zealand companies to commit to the Science Based Targets initiative as of October 2018.

"Our overall target is a 20 per cent reduction in energy consumption and the Fujitsu ICT Sustainability Benchmark plays a key role in meeting that," concludes Morris. "It has been a tremendously powerful experience and made us all much more aware of how we work in relation to ICT. However, the journey has just begun, and we still have much more work to do."