

CASE STUDY

ENTERPRISE IRELAND

“Fujitsu provide us with functional, development & database support services in a highly professional & flexible manner, across a number of critical business applications”

Deirdre McDonough, IT Manager, Enterprise Ireland



Customer's Challenge

Enterprise Ireland is the Irish state development agency focused on transforming Irish industry. Their core mission is to accelerate the development of world-class Irish companies to achieve strong positions in global markets resulting in increased national and regional prosperity. Through their extensive network of 13 Irish offices and 33 international offices, Enterprise Ireland works with clients to assist them to compete and to grow.

Fujitsu have been working with Enterprise Ireland for many years and have a successful working relationship. This relationship began when Fujitsu was contracted to implement Enterprise Ireland's Oracle e-Business suite. Fujitsu have also been engaged to provide a Managed Service solution for ongoing maintenance of Enterprise Ireland's Oracle Applications. We have also assisted them to implement a Disaster Recovery (DR) solution for their Oracle e-Business suite, as well as implement an Oracle Sales Order Processing system. Fujitsu also provide maintenance & support for Microsoft Content Management Server 2002.

Oracle Order Management Solution: In recent years Enterprise Ireland faced some business process challenges as it attempted to grow its business. One such challenge was to address the constraints under which its Sales Order Process operated. These included: Business benefits

- Systems that were not part of the Oracle e-Business suite and lacked functionality to leverage efficiency;
- Business processes that incorporated duplication and were not in line with best practice;

Disaster Recovery Solution: Enterprise Ireland decided that it was going to implement a company wide disaster recovery plan which was to include a disaster recovery solution for their Oracle e-Business suite. To implement this solution effectively Enterprise Ireland had tight deadlines to meet. There was also the concern of moving important equipment to the disaster recovery site. So Enterprise Ireland decided they needed a single supplier who would be wholly responsible in implementing the Disaster Recovery solution. Fujitsu were the chosen supplier.

Microsoft Content Management Server: Another challenge facing Enterprise Ireland was to fill a requirement for the provision of services to assist in the maintenance & support of Microsoft Content Management Server (MSCMS) 20002 SP1A and associated customisations. MSCMS 2002 was deployed by Enterprise Ireland to manage its corporate website (www.enterpriseireland.com).

Organisation

Enterprise Ireland.

Services delivered

- Oracle Order Management application implementation
- Disaster Recovery Solution for Oracle e-Business suite
- Support & maintenance for Microsoft CMS 2002

Business benefits

- Sales Order Processing system was future proofed and easy to use
- The new Sales Order Processing system had greater data integrity
- Enterprise Ireland benefited from Fujitsu's experience in implementing and supporting MSCMS in a number of other client sites
- Fujitsu have clear processes & procedures in place to ensure that all support and maintenance activities are carried out in a consistent and professional manner
- Fujitsu implemented the Disaster Recovery solution in less than a month and with no new hardware, software or network upgrade costs incurred.

Primarily the maintenance & support contract would involve the chosen supplier having a detailed understanding of how the customised MSCMS solution could deliver on the business needs and be able to offer support on all aspects of the application as required. Fujitsu were again chosen as supplier for this contract.

Fujitsu Solution

The Fujitsu approach to Oracle Application implementations for the sales order processing application included applying best business practices and introducing a new Sales Order Process, including an interface to their Client Support System.

When implementing the Disaster Recovery solution, Fujitsu implemented Oracle Data Guard, a component of the Oracle Database which did not incur additional license charges. The Disaster Recovery infrastructure was established by creating a Disaster Recovery environment alongside the test environment of the Disaster Recovery server. A robust and comprehensive data replication mechanism was setup between the primary system and the secondary system using Oracle Data Guard and Fujitsu's bespoke software. This data replication technology guarantees zero data loss among the primary and secondary systems, thus in an unlikely event of disaster, the secondary system can be immediately switched to act as a primary server with little or no time loss between the switching.

In relation to the maintenance & support contract for MSCMS Fujitsu gave Enterprise Ireland a flexible approach to the service. Resources are made available quickly and on an 'as needed' basis. Fujitsu also take a proactive role and advise Enterprise Ireland on where increased value can be added to the solution.

Benefits to our Customer

The key benefits to Enterprise Ireland for the Oracle Application implementation, the Disaster Recovery Solution and the MSCMS maintenance & support contract are as follows:

- **Future Proof:** By building the Oracle architecture on open industry standards, the highest possible degree of future proofing was provided. As new technologies emerge, replacement becomes easier.
- **Ease of use:** In implementing the Oracle Order Management solution, Fujitsu customised the interface in a way that would

make it easier to use. This resulted in faster user acceptance of the application after implementation. For the Disaster Recovery solution, Oracle Application patching is not required. This significantly reduces the workload of Enterprise Ireland's Database Administrator.

- **Efficiency:** For the Oracle Order Management solution the use of a common data model and standards resulted in greater data integrity and a rationalisation of data records and databases.
- **Cost:** For the Disaster Recovery solution there was no new hardware, software or network upgrade required which resulted in significant cost savings for Enterprise Ireland.
- **Experience:** Fujitsu's previous experience in implementing and supporting MSCMS based systems for many different clients was a key differentiator. The Disaster Recovery solution was implemented in less than a month, allowing Enterprise Ireland to meet its tight deadlines.
- **Methodology:** Fujitsu's Application Management methodology demonstrates to Enterprise Ireland that there were clear process and procedures in place to ensure that all support and maintenance activities were carried out in a consistent and professional manner.

Our Expertise

Fujitsu's core strength is designing, building and operating IT systems and services for clients in the public and private sectors.

Fujitsu is a worldwide leader in the implementation of Oracle-based solutions, covering strategic consultancy, application integration, and managed services. As an Oracle Global Alliance Partner, a member of the Oracle Partner Network and an Oracle Certified Partner, Fujitsu has full access to the latest Oracle technology, training and staff.

Fujitsu are also a Microsoft Gold partner & provide the full range of services as required by Enterprise Ireland. Over the years, Fujitsu has established extensive development and support experience using the Microsoft .Net framework and have implemented multiple MSCMS solutions.