

Case Study

Toyota Motor Corporation Australia

» The on-site and remote support requirement has noticeably reduced due to a simplified and standardised yet more manageable environment «

Kane Collins, Manager End User Services, TMCA



The customer

After over 50 years in Australia, Toyota has grown to be one of the country's leading automotive companies.

Toyota Australia's head office function and manufacturing/engineering activities in Melbourne are complemented by comprehensive sales and marketing operations based in Sydney. Additionally, Toyota has sales and distribution branches in all mainland Australian states except Western Australia. Toyota employs around 3,900 people and thousands more are employed in its supplier and retail networks. Toyota is Australia's largest vehicle exporter, shipping to more than 13 different overseas markets.

The challenge

Toyota Motor Company Australia (TMCA) faced with replacing a legacy end point platform running on Microsoft XP. This legacy operating environment had multiple versions, was costly to manage and incorporated hardware and software assets that were difficult to control. With Microsoft XP reaching end of life in April 2014, deploying a new platform quickly was critical.

"We were suffering from high volumes of incidents and service desk requests, many of which were repeat issues that required direct intervention from our desktop support staff," explains Kane Collins, Manager End User Support and Services for TMCA. *"That caused a significant drain on resources so moving to a standardised operating environment (SOE) was clearly a move in the right direction."*

Application compatibility and integration were also challenges, leading to slow performance, frequent crashes and often intrusive support experiences that were a real inconvenience to staff.

TMCA has been working with Fujitsu for over 35 years, but Fujitsu only assumed responsibility for desktop support in late 2010. The combination of Fujitsu's long-term relationship with TMCA and expertise in end-user computing solutions made Fujitsu the natural partner to handle the migration to a new standardised and optimised desktop SOE.

Due diligence identified that TMCA had multiple iterations of XP depending on the purpose (i.e. CAD, general user, power users, etc.), almost all of which required Admin Rights to enable many of the applications to work correctly. This led to the restructuring of the Windows XP SOE and the applications so that Admin Rights became the exception rather than the norm.

THE CUSTOMER

Country: Australia
Industry: Automotive
Founded: 1958
Number of employees: 3,900
Website: www.toyota.com.au



CHALLENGE

Toyota Australia needed to transform its End User Computing platform, migrating from a heterogeneous operating system environment to one consolidated on Windows 7.

APPROACH

Working closely with Toyota, Fujitsu carefully designed and deployed a unified SOE that included Windows 7 and Fujitsu's standard End User Services Management platform for over 2,100 devices.

THE BENEFIT

- Service desk calls and end-user related issues have fallen significantly due to simpler yet improved manageability of the new environment
- The end-user experience has been improved and modernised supporting greater levels of employee productivity
- Better integration with existing infrastructure and applications has made the platform more stable
- Overall cost of service has been reduced, improving the Total Cost of Ownership

The solution

Toyota engaged Fujitsu to create a unified SOE that included Windows 7 and Fujitsu's standard End User Services Management platform for over 2,100 devices. In order to minimise disruption to day-to-day operations, Fujitsu and Toyota carefully planned the deployment and introduced a phased roll out to selected participant groups. Fujitsu also worked closely with Toyota to create end-user training material and deliver open communications to keep everybody aware of the forthcoming changes.

Core business applications including Microsoft Office, Lotus Notes and SAP were among the first applications to be migrated, as well as numerous manufacturing-specific applications. Using an automated migration process, Fujitsu was able to minimise the disruption to normal business operations during the transition.

"The program was not without its challenges – for example, there were more end-user devices to be transformed than had been originally reported. In addition, applications in use were far higher than we had anticipated," adds Collins. *"Backwards compatibility for many of the legacy and niche applications in use by the business was also an issue. However, Fujitsu's automated and phased transition process ensured the whole project was completed with minimal impact to the end-user experience."*

The benefit

Fujitsu used MED-V to address the compatibility and integration issues of legacy applications, meaning important business functions could continue without the need for major upgrades or expensive bespoke code changes.

Fujitsu's automation approach also meant little user intervention was required during the migration process. Fujitsu's Application Packaging methodology also reduced the overall deployment timeline and has led to lower packaging costs overall. This included using a unique "user initiated" install where Toyota personnel can access and self-install the software they need, when they need it.

From the CIO's perspective, no significant business interruption was experienced throughout the project and the end-user experience has improved dramatically.

"There is better application integration, improved performance and increased stability. We are experiencing significantly fewer intrusive support experiences and less interaction with the IT department," continues Collins. *"Service desk calls and desktop-related issues have been significantly reduced which translates into cost savings, as well as freeing our IT staff to focus on more strategic objectives instead of fire fighting."*

The way that FAL has designed and implemented security in the new SOE is also inherently more secure and more tightly managed. Many of the Windows XP SOE machines required administrative rights in order to enable local applications to run; on the new Windows 7 SOE, the need for these rights has been removed making it difficult for viruses and malware to take-hold. By restructuring the operating environment, Fujitsu has made Admin Rights on each device the exception rather than the norm, making the enterprise more secure and manageable.

In order to give TMCA staff more flexibility and control over their end-user computing experience, Fujitsu has implemented a web-based self-service portal (Fujitsu Service Connect) where incidents and requests can be logged online. In the future, TMCA plans to increase employee self-service by offering more products and services via FSC, supported by automated workflows for key stages of the approval and fulfilment process. As well as improving the end-user experience, better leverage of the self-service capability will lower the overall cost per transaction for TMCA.

TMCA is also now enjoying improved asset management across its hardware and software and reduced costs through greater control of supporting lease schedules and software license harvesting. By more closely integrating the configuration management database with Microsoft's System Center Configuration Manager (SCCM), accurate asset details are now available to TMCA on demand. This greatly assists with managing the asset lifecycle from procurement to disposal, including warranty, maintenance, refresh planning and managing lease arrangements.

Conclusion

The new End User Services environment provides a robust, transparent and manageable platform that can support the many diverse applications across TMCA's business. By reducing calls to the service desk, increasing end point security and making asset management easier, TMCA is able to save money and experience smoother operations. At the same time, end-users enjoy less frustration and increased productivity.

"Fujitsu has been instrumental in transforming our end-user operating environment. We now have greater control over all assets and have practically eliminated the need for intrusive service management, while maintenance can be performed remotely or overnight, minimising disruption to the business."

Contact

FUJITSU
Fujitsu Australia and New Zealand
Address: Level 16, 15 Blue Street, North Sydney NSW 2060
Phone: +61 2 9113 9200
Email: info@au.fujitsu.com
Website: www.au.fujitsu.com
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