

*“By consolidating, standardising and proactively managing our IT infrastructure, Fujitsu is saving us... around £600,000 a year overall.”*

**Marc Dodge** – Technical Architect, British Waterways



### Customer's Challenge

British Waterways is the public corporation tasked with managing and caring for more than 2,000 miles of canals and rivers in England, Scotland and Wales. To perform its work, the organisation has a network of 110 locations around the UK, all requiring access to its largely SAP-based corporate systems. However, the underlying Novell network infrastructure, which was installed in 1995, had become outdated and suffered from a number of incompatibilities with the server platform.

To address these issues, British Waterways initiated a multi-point plan to revitalise its IT systems. Marc Dodge, Technical Architect, British Waterways, explains, *“We needed a partner who could not only consolidate, upgrade and manage everything, including our server, software and desktop environment, but who could also provide an innovative way of financing it, without breaking public sector rules that prohibit finance leasing.”*

### Fujitsu's Solution

Following an extensive OJEC evaluation, Fujitsu was awarded a five year, multi-million pound outsourcing contract to takeover the management of British Waterways' IT infrastructure, including the provision of Helpdesk and Enterprise Management services.

Fujitsu was chosen for the quality of its bid, flexibility in meeting British Waterways' needs, technical knowledge and skills, price and financing solution and its ability to complete the project within fairly aggressive timescales. Marc Dodge continues, *“As well as fronting a very strong team, some of whom are still working with us, Fujitsu had the right mix of everything we were looking for and were one of the few companies who could actually deliver what we wanted, how we wanted it and when we wanted it.”*

One of the key elements of the contract was the migration from the British Waterways' Novell Netware operating environment and GroupWise e-mail to Microsoft's Windows Server 2003 platform, with Microsoft Exchange 2003 for e-mail. Explaining the move Marc Dodge says, *“Novell was just not as strong in the market as Microsoft and was unlikely to become a market leader according to our Gartner consultants. In addition, our staff were already using Microsoft Office and Internet Explorer, so we decided that if our entire infrastructure was Microsoft based not only would it work seamlessly together, but we would also have access to a better mix of technical skills. Fujitsu was also strongly of the*

### SUMMARY OF KEY FACTS

#### Organisation

British Waterways

#### Service/s delivered

Outsourcing of IT infrastructure, including migration from Novell Netware/GroupWise to Microsoft Windows 2003/ Exchange, Windows XP desktop/laptop deployment and the provision of Helpdesk and Enterprise Management services.

#### Key metrics

- 110 locations
- 1,500 users

#### Benefits

- Minimise business impact - with much shorter implementation timescales and seamless user migration
- Improve productivity and communication - exploiting Microsoft's advanced and seamlessly integrated features
- Control expenditure - costs are visible and predictable
- Enhance performance - with less 'down time' due to the immediate resolution of 80% of issues and proactive system and service management
- Reduce costs - saving £600,000 a year due to simplified procedures, reduced staff overheads, consolidated systems and software licences and no future upgrades
- Focus on its core business - resources can now be concentrated on achieving the organisation's aims

## CASE STUDY BRITISH WATERWAYS

*opinion that a Microsoft solution would be easier to implement and, therefore, it would save us time and money.”*

In just under four months, Fujitsu successfully developed the new infrastructure and migrated British Waterways' applications, using the Quest NDS Migrator product to automate and synchronise the data migration activity. Fujitsu also consolidated British Waterways' 90+ distributed Novell servers into its own datacentre to enable secure and effective management. The new Windows XP desktop systems were then successfully rolled out to more than 1,500 users in 110 office and retail locations.

*“The roll out was completed on time, with the minimum of trouble and disruption to our staff and business,” confirms Marc Dodge, “which was down to good project management and a willingness of people on both sides to get their hands dirty and put the necessary effort in to ensure our users were not impacted. It also wouldn't have been possible to meet the timescales, which were half those of other bidders, without the use of the Quest NDS Migrator and Microsoft tools. However, Fujitsu did exactly what it said it would, which was really impressive and validated our choice of partners.”*

*“Quest NDS Migrator was our first choice to manage the migration of British Waterways' systems,” adds Neil McNaught, Solutions Architect, Fujitsu. “It provides everything you need to accelerate and simplify migrations from a Novell to Microsoft environment, which significantly reduces the associated costs and risks.”*

The new Helpdesk, which uses Peregrine's AssetCentre solution, provides 24-hour coverage for all IT systems, including the telecoms network and SAP applications. Its aim is to fix 80% of all issues immediately, or pass more complex problems onto the relevant third party support. To help avoid issues and optimise system availability, Fujitsu also utilises the entire suite of CA Unicenter Enterprise Management applications, including e-Trust anti-virus software, to proactively manage hardware and software performance and control assets and product licences.

Over the next few years, Fujitsu will also progressively refresh British Waterway's printers, plotters and scanners. Marc Dodge adds, *“We have a lot of different types, which use a wide variety of different consumables, so we aim to standardise and consolidate what we use so that it will be much easier and cheaper to operate, support and manage them.”*

### Benefits to our Customer

Fujitsu's involvement in upgrading and managing British Waterway's IT infrastructure has enabled it to:

- **Minimise business impact** - with reduced implementation timescales and seamless user migration
- **Improve productivity and communication** - using the advanced and seamlessly integrated features of the new Microsoft infrastructure and applications
- **Control expenditure** - the outsourcing contract costs are entirely visible and predictable

- **Enhance performance** - with less 'down time' due to the immediate resolution of 80% of issues and proactive system and service management
- **Reduce costs** - with simplified procedures, reduced IT staff overheads and training, consolidated systems and software licences and no future upgrades
- **Focus on its core business** - resources can now be concentrated on achieving the organisation's aims
- **Enhance supportability** - the inventory of systems is centrally managed, improving its overall supportability using Microsoft and CA product sets.

*“Our aim in outsourcing our IT infrastructure to Fujitsu was to bring our systems into line with the rest of the business world, in a way that we could finance flexibly,” comments Marc Dodge. “By consolidating, standardising and proactively managing our IT infrastructure, Fujitsu is saving us a significant amount of money - around £600,000 a year overall - which can now be used to develop the network of canals and other ventures.”*

Richard Walsh, Head of ICT, British Waterways, says, *“We have undoubtedly got a value for money solution, from a respected industry partner, that means we don't have to worry about the technology. The contract with Fujitsu has let us refresh our complete PC and non-SAP server estate as part of a predictable financing model. What we now have is a commoditised IT service that just works.”*

### Our Approach

Under the outsourcing contract, British Waterways transferred 16 of its IT staff to Fujitsu under TUPE regulations, which provided an added level of expertise to support the service delivery.

*“Having people working on the project who used to be employed by British Waterways helped a lot,” explains Marc Dodge. “They are vastly experienced and could talk at a very technical level with the Technical Design Architect. Overall their transfer to Fujitsu was handled very well, because Fujitsu put a lot of effort into bringing them onboard. They are now being offered new opportunities to move onwards and upwards, which they would not have been able to do at British Waterways.”*

### Our Expertise

Fujitsu has over 30 years experience in providing consultancy and project services to help organisations design, deploy and manage advanced IT infrastructures and gain maximum benefit from the latest technologies. Fujitsu is also a Microsoft Gold Certified Partner for both Enterprise Systems and Support, providing clients with the advantages of early and close involvement with Microsoft on new initiatives and products.

### ASK FUJITSU

Contact us on +44 (0) 870 242 7998 or  
askfujitsu@uk.fujitsu.com or visit uk.fujitsu.com