



“Migrating HMRC’s telephone infrastructure to a private hosted cloud infrastructure enables a more flexible and agile approach to meet business demands allowing end users to manage their own telephony functions and features via self-service portals.”

John Keegan
Business Development and Innovation Manager
Fujitsu

HMRC replaced its Voice and Unified Communications service with a solution based on Fujitsu’s FAST platform, a private dedicated cloud developed specifically for HMRC.

At a glance

Country: United Kingdom

Industry: Government

Founded: 2005

Website: www.hmrc.gov.uk

Challenge

In order for HMRC to transition to a consumption based cloud solution, it required a replacement for its existing Voice and Unified Communications service. The requirement was for an innovative, adaptable and cost-effective solution that allowed it to retain its existing handsets. The additional challenge was to deliver this solution within a six month transition period without any user disruption.

Solution

Fujitsu’s solution, underpinned by offerings from partners Mitel and Gamma, was to design and implement a Fixed Voice Telephony Service that could manage HMRC’s existing handsets, legacy infrastructure and provide a path to wider Unified Communications.

Benefit

- Agile collaboration and mobility – business users can connect anytime, anywhere from any device with a single number
- Significantly reduced cost of operation
- Highly resilient business critical service to meet strict critical national infrastructure requirements
- Delivered in a six month timescale
- Minimal business disruption
- Platform for future innovation

Customer

HM Revenue & Customs (HMRC) is the UK's tax and customs authority, responsible for making sure that money is available to fund the UK's public services and for helping families and individuals with targeted financial support. An Act of Parliament established HMRC in 2005 as a new department replacing the Inland Revenue and Her Majesty's Customs and Excise. HMRC collected £517.7 billion in taxes in 2014-15.

Products and services

■ FUJITSU Integrated System PRIMEFLEX® vShape



Challenge

HMRC already had an existing contract for voice telephony due to expire in December 2015. HMRC needed a collaborative and resilient partner that could deliver on its promise to migrate 64,000 users across 188 locations, all while saving significant amounts on the long-term costs of its internal telephony, without requiring a costly capital expenditure for new handsets or infrastructure.

The key requirements also included transitioning to the new solution within six months of awarding the contract before its end-of-year deadline. There had to be minimal service disruption for HMRC's employees who handle critical back office calls with customers on a daily basis. Potential damage to reputation as well as financial penalties were at stake for both HMRC and Fujitsu if deadlines were missed.

Solution

The solution is based on Fujitsu's FAST platform, a private dedicated cloud developed specifically for HMRC and hosted on Fujitsu hardware. Duplicated across dual secure data centres for resilience and built on a VMware virtualised platform, the solution can rapidly scale up or down dynamically to cope with up to a total concurrent capacity of half a million users or the equivalent of 1.3 million calls per day.

Fujitsu looked to its eco-system of suppliers from over 750 Small and Medium Enterprises as well as larger organisations. From within this supplier-base it teamed with strategic partners Mitel who provided their telephony Software-as-a-Service and Gamma who provided the Session Initialisation Protocol (SIP) infrastructure for receiving external incoming calls.

By working collaboratively, Fujitsu, Mitel and Gamma provided the answer to HMRC, offering a resilient and secure solution, addressing their challenges and significantly saving money over their incumbent supplier.

"As the market leader in SIP, this was one of the largest deployments ever in the UK," says Andy Morris, Managing Director Service & Operations at Gamma. "A smooth transfer onto a flexible and highly resilient solution was critical, and I'm pleased to say that working closely with our partners we successfully ported all the HMRC numbers onto the Gamma SIP infrastructure without service interruption."

The Fujitsu solution was the only proposition that allowed HMRC to realise its investment in the existing handsets whilst moving away from the legacy solution. In addition, implementing this solution did not require sending engineers to the sites as the handsets were transitioned to the Fujitsu service remotely.

All the handsets were reverse engineered to operate with the same functions as before to achieve a smooth service transition for the business users.

"HMRC is a great example of Mitel's 'best path to the cloud' strategy in action," says Simon Skellon, UK Vice President at Mitel. "By taking their first steps to the cloud Mitel is best positioned to help the organisation evolve and grow at a pace best suited to them. For enterprises that need to preserve investment yet need to leverage the latest communications technology when they need it, a cloud solution is the right choice."

Benefit

Cost reduction was a major focus for HMRC and with a utility "as-a-service" consumption model there is was no need for a large capital expenditure or upfront cost. In migrating HMRC's legacy telephone system, all of the existing phones were kept, negating the need to invest further on handsets. The old telephone configuration (including over 2,000 "hunt" and more than 6,000 "pickup" groups) and key combinations were also preserved so users needed only limited additional training for a self-service portal and there was no impact to productivity as users became familiar with the system.

Following successful pilots, the migration was done out of hours and over the weekend without disrupting the existing service or HMRC's users. The project migrated 64,000 business users to the Fujitsu platform within the challenging six month timeframe. Fifty thousand of those migrations took place over one weekend resulting in minimal user disruption and business users being able to continue their work unaffected.

Following the successful transfer of services to the Fujitsu voice platform, HMRC has a modern, efficient and cost-effective cloud based solution that provides a reliable and highly resilient voice telephony service to an OFFICIAL-SENSITIVE security classification.

The solution enhances collaboration and staff mobility by allowing users to connect anytime, anywhere and from any device with their single allocated number. This approach meant limited training of HMRC staff was required and productivity has been unaffected.

"We chose to work with Mitel and Gamma and together we provided the best solution for the best cost. By collaborating we have brought multiple strengths and capabilities together to support HMRC, that wouldn't exist in one supplier alone," says John Keegan, Business Development and Innovation Manager at Fujitsu. "Migrating HMRC's telephone infrastructure to a private hosted cloud infrastructure provides a number of benefits. It enables a more flexible and agile approach to meet business demands, as well as driving down costs, saving significant amounts for the taxpayer in the tens of millions over the contract period."

FUJITSU

Email: AskFujitsu@uk.fujitsu.com

Phone: +44 (0) 1235 797711

© 2016 Fujitsu and the Fujitsu logo are trademarks or registered trademarks of Fujitsu Limited in Japan and other countries. PRIMEFLEX is a registered trademark in Europe and other countries. Other company, product and service names may be trademarks or registered trademarks of their respective owners. Technical data subject to modification and delivery subject to availability. Any liability that the data and illustrations are complete, actual or correct is excluded. Designations may be trademarks and/or copyrights of the respective manufacturer, the use of which by third parties for their own purposes may infringe the rights of such owner.