



Transforming the Citizen Experience for an Australian City Council

Modernising a core application with Cloud Native technology and executed using DevOps.



Delivering value in 6 months.

Transforming customer experience

One to many deployments per year



2 Payment Card solutions

Data Security Standard Compliant

CX & UX Improvements

delivering a more consistent user experience



ROI within 9 months



Over \$400k annual saving



24/7 access across multiple devices



70% cost reduction/month

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"The City Council's vision is for a green, global, connected city. That resonates really strongly with Fujitsu's vision for society. So, focus heavily on delivering sustainable solutions, we see ourselves as global citizens, and have a responsibility to deliver connected, innovative solutions to prepare for our future society."

Nick Herbert, Head of Portfolio, Applications and Cloud, Fujitsu Oceania.



Business challenge

Many local government municipalities are facing challenges from surging population growth and a subsequent demand for reliable online facilities and services. To help the City Council manage this growing demand, Fujitsu was asked for a technology blueprint to support the impact of these evolving economic, environmental and community needs.

The City Council's challenge was the need to transition from a legacy environment while still providing services without having to abandon their existing successes. When considering their aim, Fujitsu found that the legacy environment couldn't provide the customer interaction that is now considered 'normal' in an online world.

In this particular case, Fujitsu had worked with the City Council on the application side of their business for a number of years. Understanding how those IT applications support their staff and the services provided to the communities was an important part of the project's success.

Approach to the challenge

Fujitsu worked with the City Council and its community to design, develop and implement an innovative technology solution that caused minimal disturbance while maximising the community's access to online services. The solution was achieved with a human-centric design enabled by Fujitsu's Digital Transformation Centre (DTC). The DTC embeds design thinking from the end user's perspective, and drives the design of the system from that point; from the outside in, rather than taking a very technical, nuts-and-bolts type approach to a business problem or a technical problem.

Fujitsu's approach to all DX projects enables the client to achieve their vision. It's about trust. Fujitsu acknowledges that change is difficult, but the Fujitsu team works with the client, demonstrating the benefits while moving towards the new target architecture.

Outcomes

Fujitsu is in the business of implementing innovative, smart technology; so was able to provide system transformation to targeted functions and optimise the hybrid blending of cloud-based services with legacy applications.

Data security was an important KPI for the City Council's shift from an on-premise into a cloud environment. Leveraging public cloud platforms with a strong security layer to protect sensitive, critical personal data, was a significant part of the design of the new architecture. The resilience and availability of Fujitsu's cloud-based solution means the applications are highly-available and reliable, and customers have secure access to various services, any time. It grants online access to such facilities as viewing rates information, paying their rates, reporting issues such as illegal dumping and graffiti.

As the City Council's digital transformation matures, they can transform and migrate more traditional on-premise applications to the cloud and take further advantage of modern cloud native services. Fast-tracking cloud-native innovation of modern applications and services means they can manage the risks presented by legacy applications on customer satisfaction. Fujitsu technology solutions will continue to future proof the City Council against the impact of the evolving economic, environmental and community needs.