"The FUJITSU Novo Innovation Service powered the modernisation of an existing cloud application to become fully cloud native, reducing customer running costs and increasing the delivery speed of new features."

UK bank representative

Modernizing Smart Forms through cloud native innovation

At a glance
Country: United Kingdom
Industry: Financial Services

Challenge
This bank wanted to replace monolithic and siloed Forms systems with a ubiquitous digital Smart Forms SaaS running as a cloud native solution, that would eliminate complex manual building and be more human centric, while speeding up the deployment of new application features.

Solution
It turned to strategic partner Fujitsu, which assembled an Agile Squad, consisting of eight handpicked individuals with expertise in the required technology areas of DevOps, DevSecOps, Cloud Native App Construction and Business Process Improvement, who together used the Scaled Agile Framework (SAFe) to co-create a new and innovative solution.

Benefit
- Elevated security through cloud native application automation, construction and delivery
- 30% faster deploying daily application updates and changes
- 27% savings using 100% cloud native construction versus traditional IaaS cloud hosting
- 20 times faster delivering via Applications Infrastructure as Code for new deployments

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Customer

This company is one of the UK's largest financial institutions with over 70,000 employees.

Products and Services

- FUJITSU Novo Innovation Service
- FUJITSU Application Smart Forms
- FUJITSU Startup Accelerator Program
- RegTech innovation from Formwize.com

Modernising data collection

For the production of its Smart Forms, this bank depended on a traditional Infrastructure-as-a-Service (IaaS) hosted three-tier application made up of web, middleware and database layers sitting on multiple virtual machines (VMs). This was run on monolithic cloud rather than being fully cloud native, which meant manual deployment with long delivery times and the potential for human error. Service orchestration, disaster recovery and business continuity were all also quasi-manual involving human intervention.

Moreover, the existing Forms platform could only handle seasonal or spike application scalability via limited horizontal resource growth, such as adding more costly, bloated and slow to start VMs. It could not easily auto-grow, so the number of Web, Middleware and database VMs that needed to scale up could not be seamlessly increased for load growth and shrinking.

Therefore, when this bank wanted to deploy anything except very simple electronic forms, it required costly and inflexible customised application build and development work, which might also incur expensive outsourcing. Employees also need to gather and share data across both internet and intranet borders, which could be addressed using advanced forms and simple workflows – however the bank's capabilities didn't allow for this option.

The bank's existing Forms running on Office 365, SharePoint and ServiceNow could not easily provide cross border (internet and intranet) reach and required experts to support its Forms-building needs. The existing systems also had limited DIY building features and little or no customisation capabilities. Furthermore, the bank's security model required an on-premise system with data pinning and GDPR compliances for financial use. None of its existing systems could provide a service that provides cross border data collection without the need for programming or lengthy build projects.

Introducing cloud native services

Fujitsu assembled one of its Novo Innovation Service assets via its Cloud Native Services team, who deployed an Agile Squad, consisting of eight handpicked individuals with expertise in DevOps, DevSecOps, Cloud Native Application Construction and Business Process Improvement. Together they used the Scaled Agile Framework (SAFe) to create a new solution. This application innovation used modern cloud native services to allow low cost, fully automated application delivery and updates, as well as service scalability using the latest Microsoft Azure Cloud Native services.

This team worked with the bank's specialists to define, build, test and deploy the new service, using an agile and Lean Service Creation (LSC) approach to provide the bank with incrementally delivered value in a six-week timeframe over three sprints.

Customer-focused deliverables were targeted by binding the Fujitsu team with bank employees who wanted to offer the applications services onwards within their wider business divisions. This increased internal application adoption and usage diversity by adding specific customer-requested agile features to the app.

Faster deployment, lower costs

The new Cloud Native Smart Forms solution from Fujitsu allows employees to create custom data collection forms to GDPR standard for surveys, events, polls and tests by building smart web forms from within their browser. This eliminates paper, spreadsheet or word processor legacy form data collection methods and reduces manual administration and collation. Moreover, moving these manual processes online requires zero programming.

The solution also includes cross border data collection across intranet, internet and extranets to allow data collection with colleagues, stakeholders and even external customers and parties. Secure data collection with workflow, file uploads, biometric signatures, payments, inbuilt emailer and dynamic graphing of collected data and reporting is all seamlessly provided.

Each component of the cloud native app benefits from containerisation, facilitating simple reproducibility, support transparency, and resource isolation. Whereas the previous VMs got slower as more apps and updates were added and were expensive to manage as they got older, containers run single functions at a time so they are leaner, faster and less costly. As a result, the bank can deploy daily application feature updates and changes 30 times faster and deliver the application to new customers 20 times faster and with elevated cloud native security.

This cloud native journey was enabled by the Fujitsu Innovation Service and the product and services chosen were expertly guided by the equivalent of Fujitsu's personal shopping guides in innovation technology.

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