

Case Study

Mavi

»As a result of effective collaboration, Fujitsu supplied us with workplace services that met our needs and support our operations on the schedule agreed. As a public-sector agency, data security is of primary importance to us, and Fujitsu demonstrated that it can produce high-quality services in this area«

Juha Pietilä, Information Technology Manager, Mavi (Agency for Rural Affairs)



The customer

Country: Finland
 Industry: Public sector
 Established: 2007
 Number of employees: approx. 200
 Website: www.mavi.fi



The challenge

Competitive bidding organized by the Ministry of Agriculture and Forestry required Mavi (Agency for Rural Affairs) to find a new workplace services supplier. The challenge was to find a public sector-experienced service provider that best met Mavi's needs. This also provided an opportunity to improve the level, effectiveness and security of services.

The solution

Fujitsu won the bid related to the joint procurement in the administration field. The Ministry of Agriculture and Forestry entered into a End User Services framework contract with Fujitsu, in which various agencies in the administration field participated and entered into their own service contracts with Fujitsu. The most important part of Mavi's contract was secure internal and external communication at a reasonable cost, which Fujitsu met as expected by supplying laptops with easily-implemented operating systems for all of Mavi's employees.

The customer

The Agency for Rural Affairs has been designated by the EU to manage the payment of subsidies in Finland. It is responsible for the use of agricultural subsidies and funds from the Center for Economic Development, Transport and the Environment (ELY), managing more than two billion Euros in EU and national subsidies annually. Mavi ensures that its customers receive payment of farming, rural project, business and construction subsidies, as well as market subsidies, on time and on the correct basis. Mavi's task also includes guiding, advising and training business partners that serve its customers, for example ELY centers, municipalities' joint operating areas as well as leader groups.

The challenge

In 2008 the Ministry of Agriculture and Forestry initiated a project to plan and implement joint procurement of basic IT services and IT user services. Mavi previously used different service providers to address its IT issues and maintain its workplace environment and related services. At the conclusion of the bidding process, Fujitsu became the Ministry's new business partner.

Mavi has about 200 employees. The Ministry's main office is located in Seinäjoki, with around ten satellite offices in Southern and Central Finland. Operating in a dispersed environment requires effective communications methods. Mavi is entirely publicly funded and as the designated payment agency, it handles sensitive information so data security is of primary importance.

When selecting a service provider the central criteria were price, quality and security. The goal of the project was to standardize the Ministry of Agriculture and Forestry's administrative IT service structures, support realization of productivity goals for IT operations set in the Government's framework decision in March 2008, and improve the readiness of the Ministry's administrative agencies and institutions to implement services provided by a joint IT service center.

The benefit

- Mavi's employees can securely use a data network that provides them with mobility
- User-friendly communications services enable users with different skill levels to easily work together
- IT services provided by Fujitsu support the Agency for Rural Affairs' goals for standardizing IT service structure in the administration field

The solution

Six months after signing the contract, Fujitsu had planned and delivered the desired services for use by the Agency for Rural Affairs.

A number of different services have been adopted, with communications-related email and Lync Cloud services playing a central role.

Other services provided by Fujitsu include workstation support, server use and management services, Active Directory services, encryption and malware protection for workstations, a lifecycle service program for products, license management, SharePoint services and mobile services.

There are approximately 200 users, all of whom have a workplace as well as a laptop. The current contract with Fujitsu is in force until the summer of 2016.

The benefit

When changing service providers, central issues were improvement of monitoring, management, effectiveness, security, flexibility and mobility. Fujitsu met this challenge extremely well.

Mavi's employees benefit from Fujitsu End User Services, which enable mobility and secure use of the data network regardless of location. The ease and functionality of services is excellent.

Products and services

Workstation environment:

- End User Services for 220 mobile laptops
- Service Desk for 200 users
- Messaging Services
- Operating system: Microsoft Windows 7
- Microsoft Lync Cloud Services
- Software: Microsoft Office 2010, Adobe

Mavi employs administrative personnel, various inspectors as well as personnel who handle payments. Mavi's own IT management is kept lean and use of services varies greatly. Flexible, user-friendly services have therefore been important.

As an agency under the Ministry, Mavi is tasked with doing its part to achieve the Ministry's goals. Fujitsu understands this, and thanks to the comprehensive collaboration contract with the Ministry has been able to support its goals in many different areas.

Conclusion

Fujitsu successfully tailored a suitable, functional IT service package for the agency. The End User Services have enabled Mavi to handle its internal and external communications easily and confidentially and to operate effectively in its role as liaison between the EU and Finnish farmers. Mavi would like to continue its collaboration with Fujitsu after the contract ends, but as an agency in the public sector the decision is out of Mavi's hands.

"Fujitsu's services have met our needs well. Communication between personnel in different locations is easy and functional. Mavi has a marvelous relationship with Fujitsu: warm, open and confidential. Collaboration has been very easy."

Juha Pietilä, Information Technology Manager, Mavi (Agency for Rural Affairs)

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