

# Case Study Balfour Beatty

»Much faster response times from the Fujitsu team help us keep the company running smoothly and maximise our employees' productivity. It is also helping us drive down associated costs and operate in a more agile fashion«

Julia Rogers, Business Services Director, Balfour Beatty



## The customer

Balfour Beatty plc is a multinational infrastructure group with capabilities in professional services, construction services, support services and infrastructure investments. The company operates in over 80 countries and employs over 40,000 people, working for customers in the UK, the US, South-East Asia, Australia and the Middle East.

For more than 100 years, the company has created and cared for the vital assets that enable societies and economies to grow: road and rail; airports, seaports, tunnels and bridges; health and education facilities; heat, light, power and water; places to live and places to work – the infrastructure that underpins society and drives progress.

## The challenge

Over the past decade, Balfour Beatty has experienced rapid growth both organically and through acquisitions. In order to collaborate more effectively across the business, the company wanted to find a more integrated approach to IT.

“Between 2002 and 2012, we grew our revenues from £2bn to £10bn globally, which reflects the exponential growth we experienced. What became clear is that we needed a more joined-up and co-ordinated approach to our technology in order to drive down costs and increase efficiency,” explains Julia Rogers, Business Services Director, Balfour Beatty. “The UK accounts for two thirds of our business and has four individual operating divisions with substantial presence and scale. That made the ability to interface effectively more difficult.”

In 2011, Balfour Beatty began to explore the option of rolling out shared services across the UK that would encompass back office services, HR, Finance and other functions. The company wanted to find a strategic, global partner that could help it deliver on its shared service vision. After evaluating a number of vendors, it chose to work with Fujitsu.

“Fujitsu has the global reach, the service capabilities and, equally importantly, was a great cultural fit with our company,” adds Rogers. “It had a high degree of empathy and understanding of what we wanted to achieve and that made it the ideal collaborator on this project.”

## The customer

Country: United Kingdom  
Industry: Construction  
Founded: 1909  
Employees: 40,000  
Website: [www.balfourbeatty.com](http://www.balfourbeatty.com)

**Balfour Beatty**

## The challenge

Balfour Beatty wanted to consolidate its disparate UK IT infrastructure into one integrated platform that would be more efficient and cost-effective.

## The solution

Fujitsu was selected to host and manage its data in a shared storage environment, using a combination of physical and cloud-based virtual data centres. Fujitsu is also providing desktop services and support for 14,500 users in the UK.

### The benefit

- By consolidating 1,500 servers in ten data rooms onto Fujitsu's London data centres, Balfour Beatty is driving down costs and significantly reducing its energy consumption
- Faster incident resolution improves employee productivity
- The project has improved efficiency and enabled growth, helping the business to operate in a more flexible and agile way

### Products and services

- 8,986 x Fujitsu standard laptop
- 4,675 x Fujitsu standard desktop
- 292 x Fujitsu power laptop
- 246 x Fujitsu power desktop
- 201 x Fujitsu Ultrabook
- Fujitsu data centre
- Fujitsu Managed Desktop service

### The solution

Under the terms of the multi-million pound, five-year contract, Fujitsu will host and manage the company's data in a shared storage environment, using a combination of physical and cloud-based virtual data centres. It will also provide desktop services and support for 14,500 users in the UK, across approximately 450 permanent locations and 450 temporary sites – supported by Fujitsu hardware.

"As a company, we were relatively new to outsourcing our own activities so this relationship really represented a massive evolution in how we deliver services," says Rogers. "We are essentially doing two things: centralising the support function with Fujitsu's helpdesk and consolidating our devices, servers and storage with Fujitsu."

Fujitsu worked with Balfour Beatty to transform its IT infrastructure estate, as well as to identify and undertake strategic application rationalisation, development and support projects, the first of which includes the creation of a consolidated messaging platform.

Balfour Beatty's complex and diverse IT estate had comprised over 1,500 servers in the UK, spread across ten data rooms. This has now been consolidated into Fujitsu's North and South London data centres. Furthermore, the organisation is also planning to significantly rationalise the number of applications it uses, which currently stands at around 5,500.

Fujitsu Managed Desktop services are in-place for Balfour Beatty's 14,500 users in the UK, across multiple locations. The latest step of the agreement is for Application Services to design, build and maintain the new consolidated messaging platform.

The project also involves TUPE transfers for a total of 67 Balfour Beatty employees into Fujitsu. Fujitsu's focus on nurturing its people and harnessing talent was appealing to Balfour Beatty, particularly with its proven staff retention rates.

"There is a great cultural resonance between our companies so transferring some of our own people across was a natural progression," continues Rogers. "Over 18 months we have worked together closely to ensure the smooth and seamless migration to one consolidated platform across the UK."

### The benefit

The project has improved efficiency, customer centricity and growth – and is enabling the business and its customers to operate in a much more informed, flexible and agile way. By rationalising the server estate, Balfour Beatty is also driving down costs and significantly reducing its energy consumption. In addition, the move to Fujitsu Managed Desktop services has enhanced user experience and helped resolve incidents more quickly, thus boosting productivity.

"Much faster response times from the Fujitsu team help us keep the company running smoothly and maximise our employees' productivity," comments Rogers. "It is also helping us drive down associated costs and operate in a more agile fashion. It is a very promising start to our relationship."

### Conclusion

With the 18 month project almost complete, Balfour Beatty and Fujitsu are looking to the future. A recent trip to Fujitsu's Japanese headquarters gave Rogers a glimpse at what new innovations are in the pipeline.

"It's great to have a relationship with Fujitsu that is both professional but also warm," concludes Rogers. "The company has high levels of integrity and that forms the basis for our partnership's success."

**"We are taking great strides forward in the way that we use technology as a business – and to help us better engage with our customers. As both a technology champion and an innovator, Fujitsu is well placed to join us on this journey."**

*Julia Rogers, Business Services Director, Balfour Beatty*

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