

Case study

NTUC First Campus, Singapore

»With Fujitsu’s private cloud, we can now get applications on board faster and easier without the constraint of infrastructure. Instead of spending time thinking through capacity then waiting 6 to 8 weeks for hardware delivery, we now simply buy services from Fujitsu. We do not own anything anymore, it is up to Fujitsu to manage and provision IT resources for us.“«

Mr Lim Chai Seng, Head of IT, NTUC First Campus



The customer

NTUC First Campus (NFC), a social enterprise under the National Trade Union Congress (NTUC), is Singapore’s largest provider of childcare services, operating more than 120 childcare centers and serving about 12,000 families. With more than 35 years of experience, NFC believes that every child deserves a good start in life and is committed to making quality early childhood care and education affordable and accessible to Singapore families.

The challenge

To support its operations, NFC used to develop applications which were housed in a traditional Data Center (DC). Since 2009, NFC has seen an exponential increase in demand for childcare services, with its network of childcare centers doubling from 50 in 2009 to 111 by end 2012. With plans to continue its strategic expansion to meet the nation’s growing demand for childcare services, NFC saw the vital need to develop its own IT infrastructure to better support its rapid growth with greater agility, flexibility and scalability.

Wanting to move away from the traditional practices of purchasing new server hardware and software licenses to cope with the surge for IT resources, NFC wanted to work with a reliable technology partner that can adequately cater to its operational needs, while effectively managing its IT infrastructure with a cost-efficient and scalable solution.

The solution

Cloud computing offers NFC a feasible opportunity to transform its IT infrastructure with faster responsiveness to business needs, higher flexibility, lower costs and reduced risks. After gaining a good understanding of NFC’s needs via close engagement, Fujitsu proposed to host NFC’s infrastructure on FUJITSU Cloud IaaS Private Hosted to enable on-demand, flexible and efficient deployment of IT in both current and new childcare centers. Fujitsu’s Desktop Management Services (DMS), backed by a 24x7 monitoring system architecture, will ensure on-going maintenance and management of NFC’s existing centers.

The customer

Country: Singapore
Industry: Education
Founded: 1977
Employees: 2,500
Website: www.ntucfirstcampus.com

The challenge

NFC needed greater agility and scalability to cope with the rapid expansion of its network of childcare centers, while meeting business and operational needs at optimum costs.

The solution

Fujitsu’s customized private cloud solution enables NFC to better support its rapid growth with greater agility, flexibility and scalability.

The benefit

- Enhanced flexibility, agility and scalability to support rapid growth by purchasing services in the cloud
- Increased responsiveness in meeting rising demands for IT resources
- Increased operational efficiencies with ease in hosting new applications in private cloud and availability of local support and local data centers
- Gained 50 percent cost savings from hardware and software savings, while freeing up costly IT resources.
- Gained assurance of data security with comprehensive disaster recovery and replication services
- Optimized IT resources with skills advancement via continuous learning

Products and services

- FUJITSU Cloud IaaS Private Hosted
- Fujitsu Desktop Management Services

Fujitsu was chosen for its experience and commitment to go the extra mile in customizing a private cloud solution. By engaging Fujitsu to host 26 Virtual Machines, including full DMS services for three years, NFC migrated its entire IT operations to the IaaS Private Hosted.

With Fujitsu's comprehensive private cloud solution including Disaster Recovery (DR) with replication, NFC is assured of business continuity if disaster strikes. The location of Fujitsu's two data centers in Singapore, which are ISAE3402 and ISO27001 certified, further assures NFC of local support and industry-leading security.

The benefit

With IT resources on Fujitsu's private cloud catering exclusively to its needs, NFC enjoys scalability, where new functionalities and capabilities can be added simply by purchasing services from Fujitsu. The ease and flexibility in provisioning for new services was seen in its recent implementation of e-procurement services via its new Fujitsu private cloud.

Similarly, IT capacity can now be dynamically scaled, as demands for additional storage, memory and additional virtual CPUs increase with the opening of new centers. Instead of spending time on capacity planning then waiting another 6 to 8 weeks for hardware delivery, the newfound agility has enhanced NFC's responsiveness to greater demand for childcare services.

Leveraging the computing prowess on its private cloud, NFC is developing a suite of new applications to enhance its operational efficiencies so teachers can better focus on teaching. These include an e-attendance system used to record children's daily attendance, temperature etc.; an e-portfolio application integrated with mobile devices to digitize pictures and record each child's learning journey for easier sharing at bi-annual parent-teacher meetings; and a parents engagement module. The ease in provisioning IT resources

to empower the faster roll-out of these applications helps to make operations more seamless and increases the quality of its childcare services in the long run.

The 50 percent cost savings of its IT expenditure, compared to the alternative of adopting a traditional data centre approach, means a great deal to NFC, a social enterprise aimed at offering great value at affordable fees. These savings were not just garnered from the hardware and software savings, but also from the comprehensive inclusion of DR services, which ensured the safety of NFC's data should disaster strike. The freeing up of IT resources from a lean IT team further extends savings, as the team now finds time for continuous learning to build new expertise in vendor management, project management and cloud computing.

Conclusion

Leveraging Fujitsu's in-depth expertise and customized private cloud solution, NFC successfully enhanced its agility and responsiveness. To NFC, technology is an enabler that enhances its operational efficiencies. The private cloud provides not just the computing power, but the flexibility and scalability to add capabilities whenever required. This helps NFC better fulfill its mission of making quality early childcare and education affordable and accessible to Singapore families.

*"By moving our entire IT operations to Fujitsu's private cloud, we can now scale quickly to meet the increased IT demands of new centers, while ensuring the privacy and security of our data and IT systems."
- Mr Lim Chai Seng, Head of IT, NTUC First Campus*

About Fujitsu

Fujitsu is the leading Japanese information and communication technology (ICT) company offering a full range of technology products, solutions and services. Over 170,000 Fujitsu people support customers in more than 100 countries. We use our experience and the power of ICT to shape the future of society with our customers.

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