



Revolutionizing public administration

Fujitsu Spain makes the most of the Intel® vPro™ platform for optimum data security, remote management and energy efficiency



“With the help of Intel® technology, we are bringing our public administration customers up to date – transforming workplaces with modern technology to make IT support less time-consuming and costly. Activating the Intel® vPro™ platform has improved efficiency, as our customers are now able to take advantage of nocturnal software updates, energy savings and remote shutdown.”

*F. Javier Lainez,
Microsoft Services Director,
Fujitsu Spain*

Challenges

- **Outdated IT.** 30 percent of public administration desktops in Spain are running Microsoft Windows® XP and facing the imminent loss of IT support
- **Data Security.** A third of Fujitsu Spain's clients are public administration organizations, so keeping public data secure is of paramount importance
- **Theft protection.** With many employees routinely traveling between offices, protecting data and ensuring that devices can be locked if lost or stolen is a priority

Solutions

- **IT upgrade.** Fujitsu Spain is supporting its customers' upgrade from Microsoft Windows XP to Windows 7 and 8 with 4th generation Intel® Core™ i5 and i7 vPro™ processors
- **Remote management.** A central Fujitsu team uses the remote management capabilities of the Intel® vPro™ platform to power-on PCs across customer environments to install software updates and security patches
- **Secure technology.** Fujitsu Spain secured its customers' environment using Intel® Advanced Encryption Standard New Instructions (Intel® AES-NI), McAfee Endpoint Protection* and Intel® Trusted Platform Module (Intel® TPM)

Impact

- **Theft management.** Intel® Setup and Configuration Software (Intel® SCS) allows Fujitsu to activate the Intel vPro platform remotely so devices can be secured if lost or stolen, thanks to remote shutdown capabilities
- **Effective IT.** The Intel vPro platform enables Fujitsu's IT teams to wake up, remotely manage and maintain devices, even if the operating system isn't working, so they can resolve IT problems rapidly
- **Safe encryption.** The hardware-enhanced robustness of the Intel vPro platform, Intel TPM and McAfee Endpoint Protection assure the integrity of Fujitsu's IT platforms, since customer data is protected by encryption and token-based logon

Business Value

- **Better productivity.** Upgrading software to take advantage of the benefits of modern technology boosts productivity levels for Fujitsu's customers, reducing IT incidents by 20 to 30 percent according to Fujitsu's internal tests
- **Energy efficiency.** Being able to make the most of advanced software means that Fujitsu can automatically turn machines off at night, increasing energy savings by 24 percent according to its internal tests
- **Customer service.** Thanks to Intel® technology, Fujitsu Spain helps drive IT innovation for customers by offering solutions that combine all the latest technologies

Public administration challenges

Fujitsu is the third-largest IT company in the world. It offers its customers a range of services, including support for IT upgrades and software migrations. With a presence in Spain since 1973, Fujitsu has built a reputation as a leader in information and communications technology innovation in the region. With around half of its revenues coming from public administration organizations, Fujitsu is running multiple projects to migrate these customers to Microsoft Windows 7 and 8. With so many customers in public administration, being able to work with Intel and share top-level expertise

with these organizations gives Fujitsu an edge that it wants to keep.

Fujitsu Spain has successfully run IT upgrade and migration projects in the banking sector, but the public administration sector presents new challenges. Many government offices are equipped with very old hardware as well as out-of-date software. Fujitsu was eager to investigate the benefits of rolling out the Intel vPro platform to improve the remote management of its customers' desktops while migrating them to the latest operating systems and bringing their software and security up to date.



Fujitsu delivers energy-saving solutions to Spanish public services using the Intel® vPro™ platform

Modernizing government IT

"In general, the concept of a traditional customer desktop image still pervades in the government sector," explains F. Javier Lainez, Microsoft Services director, Fujitsu. "Users are familiar with the old Microsoft Windows XP operating system and standard applications, such as Microsoft Office*. All too often, modern equipment is used with old versions of the Windows operating system. Many of our customers have equipment that is compatible with a newer operating system, but they use the older version since it's familiar. Migration projects are now necessary, as many of our customers that still use Microsoft Windows XP face support issues after April 8, 2014."

The key objectives for this sort of migration were to take full advantage of modern hardware and software, improve power consumption, save time spent managing user incidents, and enable automated processes to boost productivity. In the long term, Fujitsu will help its customers to develop a stronger, more reliable and reactive IT platform using future operating systems, applications, and virtualization technology. "Having all of these elements present on a desktop image provides optimum manageability if appropriate service models are applied in the future, like Fujitsu End User Services*," added Lainez.

A robust environment

Fujitsu Spain supports its customers' migration from Microsoft Windows XP to Windows 7 and 8 with the latest Intel technology and best practice methodology, rolling out 4th generation Intel Core i5 and i7 vPro processors to maintain a more modern IT environment. With this powerful hardware, Fujitsu can implement advanced IT management and protection thanks to the added benefits of the Intel vPro platform, Intel TPM and McAfee Endpoint Protection.

Fujitsu designed and built a standardized base desktop image using Microsoft Windows 7 (or Windows 8 for a few customers) because these newer operating systems are more secure and robust. "Microsoft Windows 7 and 8 are designed for large-scale image building, deployment and easy maintenance," said Lainez. "Therefore, they are our preferred choice to design new customer desktop images. Standardized desktop images are easier to deploy, so all the time and effort spent to build one that is as good as possible makes the migration and complete desktop life-cycle more effective for our customers."

It activated the Intel vPro platform in conjunction with Microsoft System Center Configuration

Manager* to facilitate remote management of the customers' client environments.

"The most valuable benefit of the Intel vPro platform is that it can power-on PCs remotely, run updates, and turn them off again," said Lainez. "All of our customers prioritize energy savings, so being able to make sure we're turning machines off when they're not in use is very important for them." To track these efforts, Fujitsu created energy expenditure reports, proving the effectiveness of these energy policies.

Trusted computing

Many of Fujitsu Spain's clients store a significant amount of public data that needs to be monitored and kept private, so maintaining a reliably secure IT environment is crucial. Updating its customers' fleets with 4th generation Intel Core i5 vPro processors enhances security, since IT teams can access the machines with a remote desktop and protect against security threats by remotely locking down any device that is lost or stolen. If a laptop is on standby, it can be made secure against hackers by remotely turning the machine off.

Fujitsu also deployed McAfee Endpoint Protection Suite* to safeguard endpoints, servers and mobile devices against cyber threats, alongside Intel TPM combined with Microsoft BitLocker* for advanced encryption. Whole drives can be encrypted, and encryption and signature keys are protected at their most vulnerable stages (e.g., when the keys are being used unencrypted in plain-text form).

"With hundreds of employees routinely traveling between offices, appointments and site visits, protecting citizen data and ensuring that devices could be locked if lost or stolen is a priority for many local authorities. Thanks to additional security features such as Intel AES-NI, McAfee Endpoint Encryption* and Intel TPM, we are confident that everything from customer data to client passwords is protected," said Lainez. "Since the Intel vPro platform allows remote IT support even when devices are off-site, we are also able to solve IT issues while employees are working from another location. This saves time lost to IT disruption and improves the overall working experience. Being able to roll out software updates more frequently means devices are better protected against malware and virus outbreaks."

The Intel Core vPro platform also boosts workforce productivity, since the IT team can manage machines and fix issues remotely, outside office hours. Remote management capabilities

Lessons Learned

Fujitsu gets around half of its revenues from public administration organizations in Spain, and is running multiple projects to migrate these customers to Microsoft Windows 7*. Most customers are nervous about moving straight to Windows 8 from Windows XP, since it is a very different interface. However, Fujitsu is working towards bringing mobility to the workplace. By highlighting the benefits of using the latest technologies (e.g., the remote management capabilities of the Intel® vPro™ platform), Fujitsu hopes to encourage more public administration organizations to continue upgrading technology.

mean Fujitsu can troubleshoot and solve customer problems without having to be on-site, which lowers the total cost of ownership of the customers' client environment.

Next steps

By providing turnkey innovation and modernization, Fujitsu has, according to its internal tests, helped its customers reduce IT incidents by 20 to 30 percent, increase energy savings by 24 percent, and make the most of their investments in new hardware and software.

Moving on from the success of this migration project, Fujitsu is continuing to encourage enterprises to modernize further, and migrate to Microsoft Windows 8 to experience the slick touch capabilities of the latest operating system. "The future of the workplace lies in tablets and 2 in 1 devices," said Lainez. "We are also working with forward-thinking customers who are looking to upgrade to Windows 8, and trial devices with the all-important touch interface, which is making a huge difference to sales people, C-level executives and mobile workers all over the world. The workplace is changing, not only in the public service, but in general. These sorts of migration projects can help organizations keep pace with technological change."

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Intel® AES-NI requires a computer system with an AES-NI enabled processor, as well as non-Intel software to execute the instructions in the correct sequence. AES-NI is available on select Intel® processors. For availability, consult your reseller or system manufacturer. For more information, see <http://software.intel.com/en-us/articles/intel-advanced-encryption-standard-instructions-aes-ni/>

The original equipment manufacturer must provide TPM functionality, which requires a TPM-supported BIOS. TPM functionality must be initialized and may not be available in all countries.

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