

Manufacturing

Helping organisations strengthen security, operational resilience and business continuity, through network optimisation and support.

FUJITSU

> Our approach is rooted in a customer-first mindset building strong relationships through transparent communication, responsiveness, and accountability. We take pride in anticipating and mitigating risks before they impact operations, using industry best practices, and a deeply skilled team to ensure reliability.
>
> Network Management and Administration Services

Fujitsu identified security posture for a leading global manufacturing organisation was behind best practice and industry standards.

Challenge

A global manufacturing organisation needed to strengthen its network security posture. The customer needed a clear explanation of the technical issues and their business implications to help management understand and prioritise remediation.

Solution

Fujitsu worked with the customer's technology and security teams to identify improvements and define the target security state. Joint workshops translated technical findings into business terms to support management decisions. The team developed a costed remediation plan and used regular discussions with operational teams to explain proposed changes to the environment.

Outcome

The engagement established a shared understanding of security priorities and a plan for addressing them. Clearer communication helped customer teams explain the technical issues to management, supported by a costed plan that set out the proposed remediation work.

Remediation is ongoing, with Fujitsu and customer teams maintaining regular progress reviews and open communication. Operational briefings keep teams informed about changes to the environment and help prepare them to support the improvements as work progresses.



Health & Services

Integrity, innovation, and continuous improvement are the cornerstones of our commitment to being your trusted partner

FUJITSU

We aspire to be the trusted team of choice, recognised for our expertise and high-quality services. We are empowered and driven to deliver innovative and competitive solutions through collaboration, continuous improvement and modernisation.

Network Management and Administration Services

Through standardisation of configuration procedures and the firewall rulebase, future firewall management has been simplified.

Challenge

A healthcare organisation needed to simplify its firewall rulebase. Duplicate objects and a high number of rules increased management complexity and placed additional demands on firewall hardware..

Solution

Through a continual service improvement programme, Fujitsu standardised firewall configuration procedures, while simplifying the rulebase by removing duplicate objects and unnecessary rules. Reducing the duplicated objects & rule clutter allowed for improved ongoing management and hardware performance.

Outcomes

Through the standardisation of configuration procedures and firewall rulebases, the organisation benefits from a more secure, consistent, and efficient network environment. By reducing unnecessary complexity, removing duplicate rules and objects, and optimising firewall performance, security policies can be managed more effectively across all network resources.

This improves governance, reduces operational risk, enhances network performance, and creates a scalable foundation that simplifies future firewall management and supports evolving business requirements.



Tourism

Driving Better Outcomes Through Network Excellence

FUJITSU

We aim to be the trusted global partner for network services, enabling our clients to optimize their infrastructure, reduce costs, and accelerate their digital transformation through our expertise and unwavering commitment to quality and best practices.

Network Management and Administration Services

Creating a future-ready network platform that improves performance, simplifies management and supports business growth

Challenge

A leading tourism organisation, operating across multiple countries, required a stable Software-Defined Wide Area Network (SD-WAN) solution across countries.

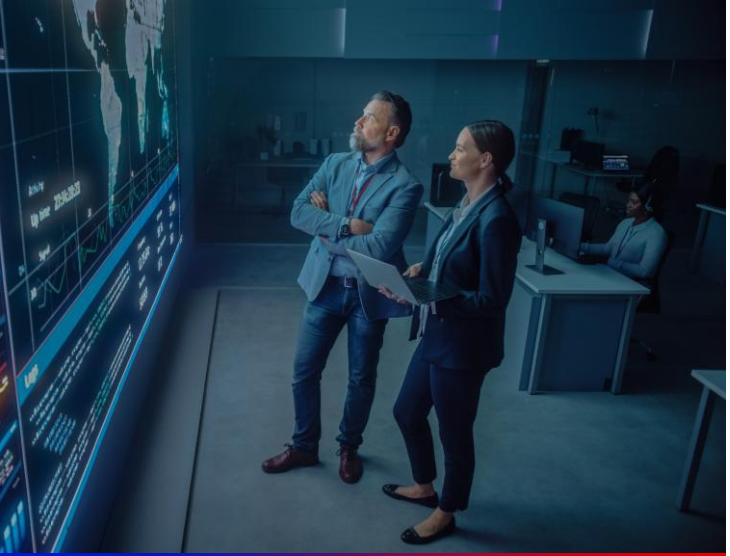
Solution

Fujitsu network specialists were engaged throughout the design, implementation, and transition phases to ensure the solution was aligned to operational requirements from the outset. By combining deep technical expertise with a strong understanding of the customer's production environment, the team enabled a seamless SD-WAN migration and smooth transition into ongoing operations.

Customer Outcome

The organisation successfully deployed a stable and resilient SD-WAN platform across its international network estate, improving connectivity, visibility, and operational consistency. Early operational involvement helped identify and mitigate potential risks before deployment, reducing transition challenges and supporting business continuity.

The collaborative delivery approach enabled innovative solutions to complex integration requirements while ensuring the new environment was fully operationally ready from day one. As a result, the customer benefited from a smoother migration experience, improved service reliability, and a stronger foundation for future network transformation initiatives.



Public Sector

Focused on What Matters: Our Customers

FUJITSU

Delivering innovative, reliable alert management that keeps systems running seamlessly by detecting issues early and driving operational efficiency. With a customer-first mindset and a commitment to integrity, we're the partner you can trust.

Enterprise Operations Centre 24x7 Delivered from Australia

The Enterprise Operations Centre (EOC) ensured seamless 24/7 rapid response, safeguarding critical operations with precision and reliability.

Challenge

A government-affiliated organisation required intensified monitoring to ensure system stability and rapid response. The demand included continuous "eyes-on-glass" oversight, detailed task execution based on performance metrics, and strict adherence to task schedules.

Solution

The EOC implemented structured monitoring staffed by security cleared personnel, ensuring compliance with the organisation's strict security protocols. Specific tasks were assigned by priority, and clear escalation paths were established to the Service Delivery Management team. The roster was to ensure 24/7 coverage, with tasks reviewed at set time intervals to detect and act upon anomalies in real-time.

Outcomes

The six-week heightened monitoring period was executed successfully with seamless coordination and round-the-clock vigilance during both business and after-hours. The EOC's proactive engagement, structured task management, and timely escalations allowed for uninterrupted operations.

Anomalies were quickly identified and resolved, preventing service degradation. The outcome reinforced operational resilience and demonstrated the effectiveness of the EOC's support model under elevated performance expectations.



Health Industry

Reducing Alert Noise, Improving Operational Focus

FUJITSU

Delivering intelligent alert correlation and grouping to significantly reduce alert volumes during large-scale infrastructure events, enabling operational teams to focus on a smaller, more manageable set of actionable alerts.

Enterprise Operations Centre (EOC) in collaboration with Tools Services

Transforming high-volume alert events into focused, actionable insights, enabling more effective operational management when it matters most.

Challenge

A major enterprise customer experienced high volumes of monitoring alerts when network failover events occurred. This resulted in many alerts being generated from the same underlying event, creating large alert volume for the operations team.

Solution

The team developed and progressed a bulk alert correlation capability that groups related alerts, rather than treating every alert generated during an alert storm as an individual item. This EOC solution correlates events and alerts, assists in identifying trends and is an example of fine-tune monitoring to minimise alert and event volumes.

Outcomes

During a monitoring outage, the new grouping reduced approximately 2,400 alerts to just 30, substantially reducing the volume requiring operational management.

The solution also reduced the risk of unrelated real-time alerts being grouped with an existing event, helping maintain appropriate separation between events.

Through our Continual Service Improvement (CSI) program, the correlation capability was further refined, including improvements to the correlation time window and alert wording.