Business led Digital Transformation of Support Capability

Paul Hudson

Fujitsu Defence and National Security

FUJITSU

Defence Infrastructure Organisation · Defence Intelligence · Government Departments · National Security Agencies · Ministry of Defence

Nuclear · Defence Support Agencies · Defence Contractors

Customers

Changing shape of Procurement · Drive to use SMEs · Reducing Operating Cost · Contingent Operations · Coalition Operations & Interopability · Operational Benefits · Securing Information and Infrastructure · Mobility

Applying Artificial Intelligence and Machine Learning · Achieving Information Advantage · Cyber Defence

Repeatable Solutions

Customer Challenges

XCTP Assist

autistica

ARMY SQUASH

ROYAL NAVY HOCKEY ASSOCIATION

ssafa

ROYAL AIR FORCE cricket

BUSINESS IN THE COMMUNITY

Army Sailing Association

ARMED FORCES COVENANT

13

ARMY FOOTBALL

POSITIVE ABOUT DISABLED PEOPLE

Stonewall TOP 100 EMPLOYERS 2016

career transition partnership

Responsible Business

FUJITSU

Defence in 60 Seconds

Experience

Capabilities

Globally

Partnerships

60 Years in Defence and National Security · Fujitsu Research Labs · Trusted Partner · Operational Effectiveness · Global Reach · Service Excellence · End to End Advanced Solutions

JUNIPER NETWORKS · NG Bailey · SME

vmware · Microsoft · aws

CITRIX · FORCEPOINT POWERED BY Raytheon · BROCADE

ORACLE

AI · Secure Infrastructure Solutions · Secure Cloud

Hosting · Edgeware Technology · High Grade Messaging · Deployed Solutions · Integrated Logistics & Admin Systems

C4ISR Applications · Command & Control IS · Secure Networking · Operational Hosting · Environmental Monitoring

FORTUNE 500

Global Defence Footprint

Global Defence Initiative · Touching the lives of people worldwide

ID-7338-001/09-2020

Support Transformation Challenge

Customer's Challenge

- Need a resilient, available and sustainable Defence Support Network

- Demand signal is significantly greater than it has been
  - Need to support Future Force 20 and Joint Force 25
  - COVID-19 stretch

- £14Bn per year on Support
  - 'Bang for the buck'?
  - Understand 'the demand'

- Undertake Strategic Outload
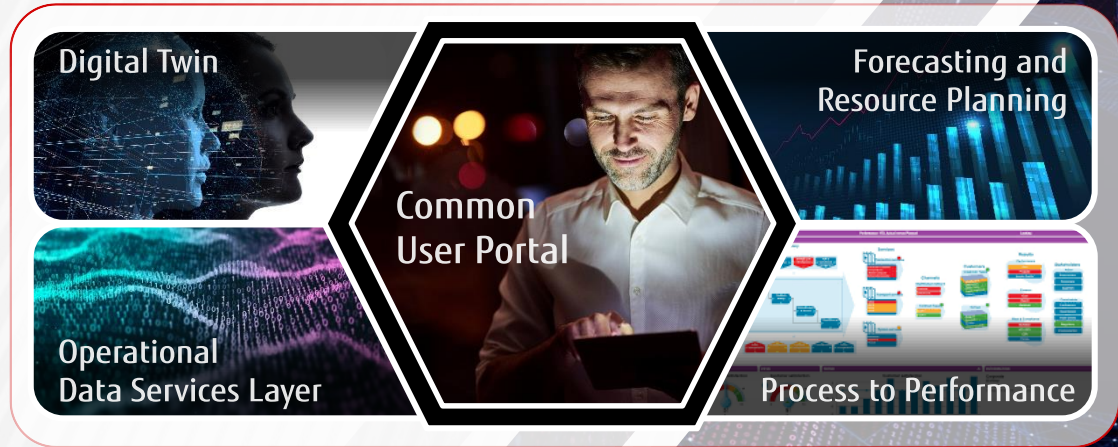 - Force Elements at Sustainability – Visibility

MOD
C O R S H A M

MOD
A B B E Y W O O D

MOD
N O R T H W O O D

Assured Data Enabling More Effective Decisions

Business Modernisation for Support

- A set of common user accessed services which remove the reliance on individual systems

- Real-time, evidence-based decision making

- Exploiting digital innovation and agile methodologies

- Sustainable reduction in costs (assets, transactions, obsolescence)

- Improved business performance metrics

Digital Twin

Common User Portal

Forecasting and Resource Planning

Operational Data Services Layer

Process to Performance

Digital Backbone – Network Services
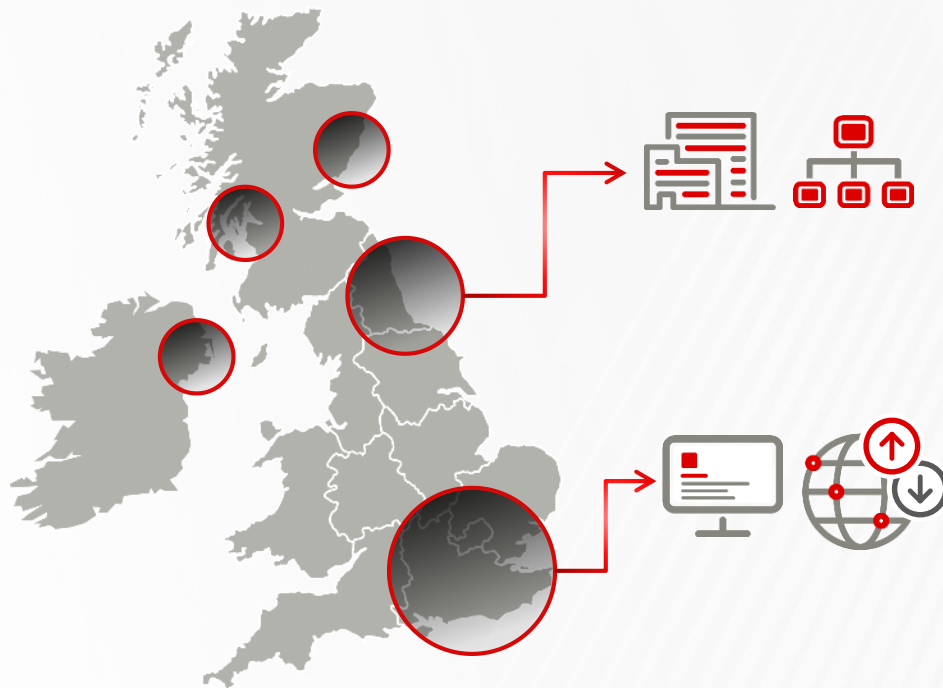
Local Site Infrastructure

- 160,000 Users
- International Sites
- Managed LAN
- Managed Site Cabling
- Managed Wi-Fi Solution

Gateway Services

- Internet / Email Access for 180,000 Users
- 24,000 Remote Access
- N3
- GCN/GSI
- Industry Partner Gateway (OFFICIAL & SECRET)

UK Fixed Network Service

- Managed WAN across 1,800 sites
- Cyprus and Germany, Gibraltar and USA and other overseas sites
- All Security Levels
- Support Services
- UK Support Staff

Combined Operational & Logistics Picture

Applications include

- **OpSP** (Operational SharePoint) Document Repository

- **JChat** – Persistent Group Messaging

- **ICS** – Track Management

- **ICC** – Common Operating Picture

- **C2PC** – RN Common Operating Picture

- **JTS** - (Joint Targeting System) Targeting Tool

- **DTT** - (Defence Targeting Toolset) Under JTS

- **JOCWatch** – 'Significant Act' Reporting Tool

All searched by GELS
Search and Visualisation Tool

MIRANDA – Business Process Automation

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Challenge

- Discrepancies between assets and finances; Accountability to NAO
- Many different systems, all utilising different data feeds and formats
- Free staff from boring activities to interpreting financial information to improve financial management

Solution

- Agile DevOps
- Reducing delivery time from 3 years to 16 months
- Co-create with customer
- Process Automation

Benefits

- Reduced cost of ownership of high value assets
- Improved equipment reliability
- Reduced risk of aborted operations
- Enhanced safety of personnel

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IoT - Edgeware – an Enabling Technology

Challenge

Protecting delicate or susceptible assets, such as munitions and avionics, against environmental damage caused by exposure to shock, temperature or humidity.

Solution

Remotely monitor conditions under which susceptible assets are stored, handled and transported and notify users when breaches occur.

Benefits

- Reduced cost of ownership of high value assets
- Improved equipment reliability
- Reduced risk of aborted operations
- Enhanced safety of personnel

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Munitions Management – Co-Creation

Welcome to London DTC

Venue:
Digital Transformation Centre,
Baker Street, London

Engagement Date:
20th October 2018

Participants
MoD (12)
Fujitsu Facilitation
Industry (BAES, MBDA, Leidos QinetiQ)

Evolution through digital

Shift through digital

Starting your journey

■ **Evolution into an ecosystem business model**
- Choose an 'arena', the place where your business and partners operate.
- Establish trust within the ecosystem.
- Ensure the flow of trusted data throughout the ecosystem.

■ **Transformation of existing business**
- Revisit the purpose of your business.
- Redefine the value to be delivered.
- Transform your business processes and model.

■ **Becoming ready for digital**
- Drive digital transformation as a management priority.
- Change the mindset of people, reskilling them as required.
- Adopt a data-driven IT architecture.

Creating trust through innovation

■ Combining these technologies together enables us to deliver transformational services

Cybersecurity
Multi-Factor Biometric Authentication, Security by Design

Computing
Digital Annealer, HPC

Cloud
Hybrid IT

AI
Explainable AI,
Wide Learning

Data
Virtuora DX,
Chain Data Lineage

5G
Local 5G, Network Slicing

Virtual world
(digital space)

Value

Collection

Real world
(physical space)

IoT
Dracena, Edge Computing

People, Teams, Partnering for Success

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Flexible Working

How do I keep the cost benefit of remote working while increasing effectiveness?

Centrica	Government of Catalonia

Enabling secure and effective working from home, saving millions in property whilst increasing business resilience through a distributed workforce and self-service support from anywhere.

Augmented Workforce

How do I improve process efficiency, reduce cost and remove points of failure?

NatWest	Home Office

Increase resilience through the removal of dependency on people for repeatable processes whilst optimising costs with micro-apps and robots that free up more time for your people to be creative and deliver great customer service.

Workforce Safety and Wellbeing

How do I support my workforce and ensure they remain safe and engaged?

Kier	Fujitsu

New ways of working and having a distributed workforce increases new challenges to physical and mental health. We provide assistive solutions that help with connectedness, safe working and maintaining engagement.
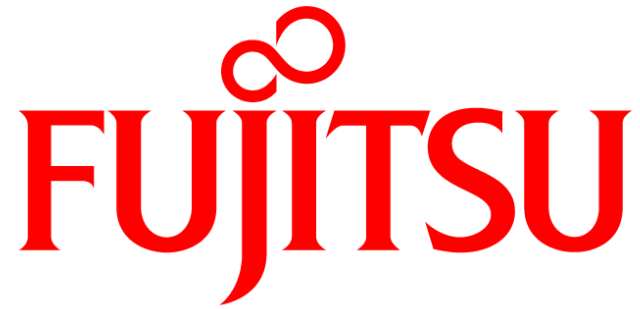
Workforce Effectiveness

How do I adapt my business and develop new customer experiences?

City of Stockholm	British American Tobacco

Ensure people are enabled to work productively from any location including home with 24/7 support and enhanced ways of working, distributed decision, pace and agility by working with teams from across the business.