

Case Study

Jamaica Public Service

»Fujitsu platforms have allowed us to deploy high availability applications which allows the organization to provide improved automation and response to customer requests«

Keith Smith, Vice President, Technology & Innovation, Jamaica Public Service



The customer

For over 90 years, the Jamaica Public Service Company Limited (JPS) has worked steadfastly to satisfy Jamaica's energy needs. Growing from a modest network serving fewer than 4,000 customers in the early years, it has significantly expanded its generation, transmission, and distribution capabilities. Today, with a customer-base of over 600,000 and a generation capacity that exceeds 620 megawatts, it is the sole distributor of electricity in Jamaica. The company employs 1,600 workers comprising highly skilled engineers, technicians and service professionals.

The challenge

JPS was relying on a legacy IT ecosystem that had become increasingly unreliable and lacked the functionality needed to operate effectively in today's market. Given the critical role the company plays in delivering electricity to the citizens of Jamaica, it wanted to deploy a hardware and application environment more fit for purpose.

"We depend on Ventyx Customer suite, now owned by Hansen Technologies Limited, to manage our business and customer relations however we were running a version that was ten years old and eight versions behind the most recent edition. It was also highly customized with over 350 modifications involved," explains Keith Smith, Vice President, Technology & Innovation, Jamaica Public Service. "We needed to roll out the latest version that would include customer information systems, an outage management system and the service suite."

JPS's existing infrastructure couldn't handle the demands of the most up to date iteration of the Ventyx software portfolio so the most pressing concern was creating a server and storage environment that could provide optimal performance.

"We undertook a thorough procurement process over the course of four months and selected Fujitsu based on a number of key criteria," adds Smith. "Firstly, it offered the best technical solution in the form of a highly flexible blade architecture with the right blend of processors and cores. It also has a depth of local knowledge and experience on the island. And it wrapped all this up with an impressive level of service and support. That made it the ideal partner."

The fact that Fujitsu had also shown willingness in performing pro bono assessments of the company's needs also stood it in good stead as a trusted advisor. However, with a government-mandated deadline looming relating to the outage management software, time was of the essence.

The customer

Country: Jamaica
Industry: Energy
Founded: 1923
Employees: 1,600
Website: www.jpSCO.com



The challenge

JPS was faced with an aging IT infrastructure that couldn't cope with the demands of the latest software. In order to upgrade its customer service and outage management applications, it needed to first upgrade the underlying hardware.

The solution

Following a comprehensive tender process, it asked Fujitsu to create an Infrastructure as a Service solution with servers and storage hosted in two separate locations on the island. The deployment and configuration took just ten weeks.