

Government as a Service

Delivering government services that are relevant, responsive, and secure is challenging, even on a good day. Today, citizens expect more from their government programs, while organizations are under the growing threat of ransomware attacks. Australia's Cenitex is leading the charge into secure, digital services, providing information and communications technology to more than 35,000 people across 420 sites and seven departments in the Victorian Government. It's not always an easy task, but Cenitex has learned from challenges to evolve its business and elevate customer experiences.

CHALLENGE

Rethinking the fabric of government IT

When Cenitex was founded in 2008 as a state-owned enterprise, the organization was tasked with delivering mandated IT and communications services to the departments of Health and Human Services, Justice and Community Safety, Treasury and Finance, and others. Recently, however, a policy change allowed agencies to seek their own service providers on the free market. After a decade in business, the core IT infrastructure at Cenitex needed a refresh, and the business model needed a rethink. "We knew we needed to offer our customers scalable, consumption-based services, reliable performance, and the ability to work anywhere, anytime with a consistent workplace experience," explains Nav Pillai, General Manager and Director of Transformation at Cenitex. "We see our customers going increasingly to the cloud. They are transforming. We knew we needed to go through our own transformation journey to become their service provider of choice."

SOLUTION

Consumption-based citizenship

Just because Cenitex serves government customers doesn't mean there isn't competition for business. Victoria—and the city of Melbourne in particular—is a sophisticated high-tech hub in Australia with a network of highly skilled IT service providers. So Cenitex made a bold move in a risk-averse industry: it launched a strategy to get out of the infrastructure procurement business. "The IT business can be a vicious cycle," Pillai explains. "You can never catch up on replacing legacy equipment." The initiative—Program Fortify—is an 18-month transformation journey that led Cenitex to a consumption-based IT model. By aligning with technology partners HPE and VMware®, Cenitex is already one year into its transition to a software-defined data center and an OPEX business paradigm. With virtualization tools from VMware, and composable infrastructure from HPE Synergy via HPE GreenLake, the team at Cenitex radically evolved its business and its value to customers.

RESULTS

Fortune favors the bold

With less than six months still to go in its transformation journey, the Fortify program has been 75% implemented, and the benefits are already making themselves clear. The team has seen a 15x footprint reduction of its on-premises infrastructure, significant improvements to performance and availability, and a predictable monthly bill instead of massive upfront investments in infrastructure. To prove to his customers that the new strategy was ready for prime time, Pillai staged a little experiment. "I invited the CIO from one of our customers and let him pull power from one of our racks," Pillai recalls. "He shut down the rack, and nobody lost service, performance, or data. That's the resiliency of our new platform." And with HPE Pointnext delivering day-to-day operational support services, Cenitex is further sheltering its customers from risk, while reclaiming the time and ability to market itself to new customers. "It takes risk to mitigate risk," Pillai says. "We've taken that step so our customers—and our citizens—don't have to worry."

"We're very happy with the flexibility of our HPE partnership. What we have now is a visionary, leading-edge solution that's far more resilient and durable than what we had before."

Nav Pillai, General Manager of Design and Development, Cenitex

BY THE NUMBERS

15x

Reduction in data center footprint

\$0

CAPEX investment in infrastructure

95%

Workloads already migrated to new environment



Nav Pillai, General Manager and Director of Transformation, Cenitex

TRENDS

Digital identities: The future of government?

Can government learn a few customer retention tricks from eCommerce? What if citizens could log into government services the way they log into their favorite online bank or retailer? The idea isn't new, but creating a verifiable digital identity for each citizen could drastically improve how we interact with and receive services from our governments. According to Deloitte Insights, a billion people currently lack access to a legal way to identify themselves. Authenticating not just citizens but businesses, could increase productivity, boost trust in government, and ultimately help us live happier, healthier lives.

SOLUTION RECIPE

HPE Hardware and Services

HPE Synergy
HPE GreenLake
HPE Pointnext

HPE Transformation Solution

Intelligent Storage