



CENITEX AND VMWARE ESTABLISH DIGITAL AS THE VICTORIAN GOVERNMENT'S 'NEW NORMAL'

cenitex

INDUSTRY
GOVERNMENT

LOCATION
VICTORIA, AUSTRALIA

KEY CHALLENGES

- Reduce reliance on ageing legacy infrastructure and move to agile processes
- Guard against cyber-attacks and comply with federal data breach laws
- Increase automation and provide an efficient service suite to customers
- Transform the end-user experience for 35,000 public servants to meet changing workplace behaviours and desires.

SOLUTION

ICT services agency Cenitex implemented a fully integrated range of VMware solutions from the data centre to digital workspaces, with the rock-solid security that governments require.

BUSINESS BENEFITS

- Government employees will be able to work anywhere, from any device, securely
- Software-defined solutions allow government agencies to provide more innovative services for its citizens and meeting their changing needs
- IT management will be greatly simplified and automated, saving time and cost.

As shared information and communications technology (ICT) services agency for the Victorian state government in Australia, Cenitex oversees the technology needs of 35,000 public servants across a wide range of Victorian government agencies. To address growing public demand for digital service delivery and the need to deliver greater resiliency, Cenitex is embarking on an end-to-end refresh of its IT infrastructure to better service its customers' needs, from the data centre to the end-user experience. The result will be a fully integrated hybrid cloud solution which will allow Cenitex and its customers to work securely at scale, deliver numerous efficiencies to all stakeholders, and provide a fast, agile platform for digital innovation.

The Challenge

Cenitex needed to modernise its business and digital infrastructure to manage the rapidly-changing needs of customers and increasing demand for digital government services. As a government ICT services provider, Cenitex supports the fundamental digital processes, from identity, security and network to cloud services and user workspace, for agencies including the Department of Health & Human Services, Public Transport Victoria, the Department of Justice & Community Safety and Court Services Victoria. This provides the technology foundation for agencies to operate and service their customers across multiple channels. Faced with ageing technology, Cenitex was experiencing challenges in responsiveness of platforms, inefficient processes and a lack of automation hindering future opportunities to meet customers' needs. After experiencing a few significant outage incidents, it was clear a change was needed.

"The expectations of the public have evolved. Citizens want speed, convenience and ubiquitous accessibility to online services, and there's no reason why our government customers should fall behind the private sector in their quality of service," says Cenitex Chief Executive Michael Vanderheide. "Providing those service levels requires us to consider what our corporate counterparts are already doing, and move our services onto a more dynamic and visible digital infrastructure. This allows Cenitex to deliver more responsive and accessible services within the government's justifiably rigorous security and compliance environments so agencies can give Victorians the level of service and digital outcomes they desire."

On its transformation journey, Cenitex was facing a mounting need to guard against cyber-attacks and comply with the requirements of federal data breach laws. "As custodians of sensitive, personal citizen data, it's ultimately our responsibility to provide the best in security, no matter the cost or effort," says Scott Tivendale, Capability Lead, Cenitex. "Failure to do so reflects badly on both the affected agency and the entire Victorian administration."

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ROBERT KIERNAN
CAPABILITY LEAD, END-USER COMPUTING
CENITEX

VMWARE FOOTPRINT

- VMware Validated Designs
- VMware Cloud on AWS
- VMware NSX Data Center
- VMware vRealize Operations
- VMware vRealize Network Insight
- VMware vRealize Automation
- VMware Horizon
- VMware Workspace ONE

“Today’s government agencies are increasingly digitised so an IT service that will help them and their users navigate through this with ease is essential. Our Victorian Government customers are servicing the community by providing essential services in health, infrastructure, justice and other key government sectors, and we want to enhance this experience through an innovation mindset, which we have been able to do in partnership with VMware,” says Nav Pillai, Director, Digital Transformation, Cenitex. “While this journey initially began as a refresh program, it quickly evolved to much more once we understood how we could embrace new technology to transform how our customers engage in the digital world.”

The Solution

Cenitex embarked on a transformation project, ‘Program Fortify’ and selected VMware’s software-defined solutions to build a hybrid cloud environment. The resulting model will consolidate all customer virtual machines, digital tools and reporting, software and automation. It is being built using VMware Validated Designs for software-defined data centres (SDDC) and VMware Cloud on AWS, paving the way to a seamless hybrid cloud, along with VMware Workspace ONE, which is powered by VMware Horizon, identity and Airwatch unified endpoint management technology. VMware NSX Data Centre was selected for its ability to connect and protect across data centres, clouds, and applications.

VMware Validated Designs provide comprehensive and extensively tested blueprints to build and operate a software-defined data centre using VMware software. Using this, Cenitex will be able to streamline and simplify the usually complex SDDC design process, shortening the deployment and provisioning cycles. This will also help reduce uncertainty and potential risks from an SDDC implementation by creating a compatible, complete system.

Detailed step-by-step operational guidance will reduce the time spent on manual processes including monitoring, alerts, and developing backup and restore procedures. The deployment will see mission-critical workloads of all Cenitex’s customers shifted into a highly-optimised cloud environment using VMware vSphere hypervisor solution. This will immediately decouple operations from Cenitex’s physical hardware and boost performance. Using this, Cenitex’s customers can access digital tools and reporting services virtually with zero delays or downtime.

Administration of the virtual environment occurs through VMware vRealize Operations and VMware vRealize Network Insight software, offering visibility of all user activity across the network. This will allow Cenitex to deliver improved performance and scalability to customers, in a secure way.

Digital tools and software used by Cenitex’s customers will be delivered through an integrated digital workspace with VMware Horizon and the VMware Workspace ONE unified endpoint management platform, allowing secure, reliable access to their services from anywhere, using any device.

“The VMware software-defined data centre will take us from our current hosting environment into the future. This gives us the higher consolidation we need and drives efficiencies through the platform. This ranges from customer self-service through to automatic diagnosis and resolution,” says Tivendale. “With VMware vRealize Automation, we can template these configurations, easily standardising the environment for increased control.”

“The inherent security on the NSX platform allows our developers and security experts to work together from the get-go, weaving cybersecurity into the very DNA of the network. We can then monitor traffic and application activity through the standard virtual dashboard, and configure it on-the-go with VMware’s Horizon virtual desktops,” Tivendale says.

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Results

The solution is set to help Cenitex to provide a more resilient and integrated ICT services experience for its customers. Cenitex will soon have a greater range of options to address the changing needs of its diverse customer base, as well as the evolving expectations of the Victorian public.

"We'll be able to provide a reliable and resilient service to our customers that enables them to work in a seamless, simple and secure manner. Through this greater capability for support and services across a disparate device range, using VMware's solutions, not only are we leading the way in digital workspaces but changing the day-to-day experience for our customers," says Robert Kiernan, Capability Lead, End-User Computing for Cenitex.

Looking Ahead

Improved data workflows are one of the anticipated efficiencies, allowing Cenitex's customers to process new applications faster. In practice, this allows public servants to obtain data more quickly and apply more stringent security control over digital services that allow citizens to transact with government online and transform overall interaction with the public sector online. Through this, Cenitex will be able to encourage its customers to explore the possibilities of greater innovation.

"The presumption is that government usually lags behind corporate when it comes to public-facing innovation and services," Pillai says. "We can now turn that around and soon begin considering value-adding digital services that we couldn't before, such as AI-based self-service portals. And we can test and deploy these new services onto a virtual cloud network with greater speed, because we don't have to provision new hardware to host them."

"Our decade-long relationship with VMware has benefited Cenitex greatly, and we're excited to see what further innovations and improvements VMware can offer to help us raise the level of public service in Victoria and beyond," says Vanderheide.

