

Delivering Critical Infrastructure for the Public Sector

In Partnership, PFH & HPE Work to Modernise Critical Government Infrastructure, Supporting the Services that Irish Citizens Rely On



A RICOH Company

HPE



About the Partnership

For over two decades now, PFH Technology Group (PFH) and Hewlett Packard Enterprise (HPE) have partnered together to support Irish **Public Sector (PS)** bodies in their goal to improve service availability and delivery to its citizens. With a customer first approach and technology in the DNA of both PFH and HPE, their joint aim was not to just sell to the Irish Government, but to become trusted advisors and true partners for these critical institutions.

This case study covers two such projects. Both started life as open market tenders, but that evolved into strategic engagements where innovation and citizen value are the common North Star for PFH, HPE, and the Public Sector Body. Both projects fall into the category of **national critical infrastructure**: systems whose continued availability is essential to the functioning of public services in Ireland.

Both engagements reflect the same underlying model: PFH at the design table from the start, HPE innovation involved throughout, and the public sector customer guiding the functional, operational, and regulatory requirements. It is an approach PFH has refined across more than two decades of public sector delivery, and it is the reason these relationships have endured through successive technology cycles.



Delivering to the Irish public sector means hitting two targets at once. Departments need solutions that run the services citizens rely on every day, with no tolerance for downtime. And it has to be delivered inside tight, framework-driven budgets with no room for overruns. Our job is to design solutions that are cost effective at procurement, resilient enough to keep critical citizen services running through anything that hits them, and flexible enough to adapt to the evolving landscape.

EOIN MULLAN, ACCOUNT EXECUTIVE, PFH



The Public Sector Challenge: Navigating tough economic and regulatory constraints while delivering innovation.

A common theme across many Public Sector Bodies today is the desire to deliver more for the citizen with innovative, adaptable solutions that will drive collaboration and better outcomes for the Irish Government.

However, this desire is often tempered as we tackle years of technical debt from which we still need to derive value for the taxpayer, manage regulatory concerns i.e. data sovereignty, and economic value for money.

“Modernisation in the Irish public sector is not about ripping and replacing. It is about lifecycling technology in a live environment, under tight procurement rules, without disrupting the services citizens depend on. Departments are carrying decades of legacy alongside rising expectations on resilience, security, and speed of service delivery. HPE gives us a platform we can stand over in that context, and the partnership lets us move departments from structured, siloed environments to something more agile, where they can react to citizen needs far faster than they could in the past.



DAVIN CODY, SOLUTIONS DIRECTOR, PFH

Lead by Consultancy, Not Just Supply

What sets **PFH & HPE** apart in the **PS** is the engagement model. **PFH/HPE** does not arrive with a product to sell. It arrives to consult, to understand the problem, and to design a solution that fits the operational and regulatory reality of the department. That is the foundation of every successful public sector relationship PFH holds today.

In practice, that means **PFH** consultants, engineers and, **HPE** subject matter experts are at the table, working with the customer's own teams to shape the architecture before any equipment is specified.

Solutions are designed against the customer's actual operational reality:

- uptime requirements,
- regulatory obligations,
- integration with existing systems,

the realities of supporting the platform day-to-day, rather than retrofitted from a vendor catalogue.

Once deployed, the same teams stay engaged through the support lifecycle, which is how problems get caught early and refresh cycles stay aligned with the business.



Engagement One: National Critical Infrastructure

The first engagement is a long-running relationship with a major Irish government department, who's now into its third decade. The systems run on-premise across two production data centres and underpin critical services the country depends on every day.

If this infrastructure was wiped out overnight, core public services would be disrupted at national scale. That is the level of criticality the platform carries, and it shapes every decision made about how it is designed, refreshed, and supported.

Where the Journey Started

When **PFH/HPE** first engaged with this customer, the environment was siloed, and inflexible. Multiple operations staff were spending all day, every day, simply watching infrastructure to keep it running. There was very little headroom for innovation or new applications, and any change took weeks to plan and execute.



Where the Department Is Now

The Department has now moved away from an environment that was siloed to one that is agile and easy to maintain. This could only have been achieved through a strategic engagement that looked at the wider picture, resulting in a widely agreed roadmap of interventions.

Footprint halved. Rationalisation across refresh cycles freed up significant data centre real estate.

Operational overhead reduced. Automation, AI-driven analytics, and global learning across the HPE estate now alert PFH, HPE, and the customer pre-emptively, with automatic remediation handling many issues before staff are involved. Middle-of-the-night incidents are now the exception, not the rule.

Capacity to innovate. With operations no longer absorbing every available person, the department can run new applications and respond to citizen service requests faster than the previous environment ever allowed.

Doing more with less. Cost has stayed under control as the platform has scaled, which matters in a market where pricing is putting pressure on every department.

What's Deployed

The most recent step on that roadmap consisted of the HPE Alletra MP B10000 Storage Array delivering **100% availability** and **cost efficiency** through its data compaction technologies. This is connected to the compute environment through a very performant, secure, and scalable fabric of HPE B-Series Fibre Channel directors which also facilitate the maintenance of vital disaster recovery through replication.

HPE engineers operate alongside PFH and the customer's own teams as part of a continuous tripartite engagement.

Engagement Two: Core Infrastructure Refresh

The second engagement is a recently delivered project for an Irish public sector body. The scope was a smaller-footprint refresh of the core platform that supports core collaboration systems and underlying data services for the organisation's users. While smaller in scope, its criticality to the Irish Government is in no way diminished.

Like all PS procurements, this went through the standard tendering process, however the foundations for the success of this project started with the 'problem statement' consultative engagement that PFH and HPE start with for every customer. Only when the problem statement has been correctly identified do we start to do we start to solution and select products.

Solution Components

The solution is a modest but enterprise-grade HPE stack built around:

Servers. HPE ProLiant compute hosting the mail and core data workloads.

Storage. HPE block storage sized for the deployment footprint.

Switching. Network switching tied into the customer's existing fabric.

Backup. An HPE StoreOnce backup target providing disk-based backup with deduplication and ransomware protection.

Support. HPE Tech Care providing 24x7 priority support across the deployed estate.

Why It Matters

Although smaller in scale than the long-running engagement in case 1, this engagement follows the same playbook: tendered competitively, designed collaboratively with HPE, deployed to best practice, and supported as a single end-to-end solution. The result is a modern, supportable platform with built-in ransomware protection through StoreOnce, priority HPE engineering response under Tech Care, and headroom to scale as the customer's requirements evolve. It is a working example of how PFH delivers consistent quality across the public sector regardless of project size.



About PFH Technology Group

PFH Technology Group is a multi-award-winning ICT solutions and managed services provider, supporting public and private sector organisations across Ireland. PFH delivers a comprehensive portfolio of services, including cloud solutions, cyber security, networking, modern workplace, managed IT services, logistics, and large-scale technology rollouts.

PFH is Ireland's largest independent ICT solutions company, with over 800 professionals including more than 600 qualified engineers operating from offices across Ireland. As part of the global Ricoh Group, PFH combines local expertise with international reach and resources.

PFH holds ISO 27001, ISO 20000, and ISO 9001 certifications, independently verified standards that give clients confidence in how their data, services, and projects are managed. These standards matter particularly in public sector, where governance, security, and process discipline are non-negotiable.

The PFH HPE Partnership

PFH was Ireland's first HPE Platinum Partner, the highest level of partnership available from Hewlett Packard Enterprise. The accreditation recognises PFH's expertise across data centre, hybrid cloud, and GreenLake as-a-service solutions, and gives clients access to deeper technical support, priority engineering response, and best-in-class infrastructure architecture.



Partner Expertise

International Solution Provider
Compute Gold Partner
Hybrid Cloud Gold Partner
Networking Business Partner

First Irish HPE Platinum Partner
HPE Solutions Partner of the Year 2022
HPE Storage Partner of the Year 2023



Collaborating with strategic partners such as PFH within the public sector ecosystem enables HPE to architect and deliver scalable, enterprise-grade solutions that address increasingly complex and heterogeneous customer requirements across Ireland. These trusted alliances are foundational to our operating model, underpinning our ability to execute at scale, integrate across diverse technology domains, and consistently deliver measurable, outcome-driven value for customers.

NEIL DOVER, Ireland Country Manager, HPE



A RICOH Company