FUJITSU

Cemba Logistics

Driving growth with confidence



With Fujitsu Flex Managed IT Services, Cemba Logistics gained a secure, scalable and fully supported technology foundation, enabling its people to work productively, reducing internal IT effort and giving the business confidence to grow.

Challenge

Cemba Logistics needed to launch quickly without building an internal IT function, while ensuring its people, systems and data were secure, reliable and ready to support growth from day one.

Solution

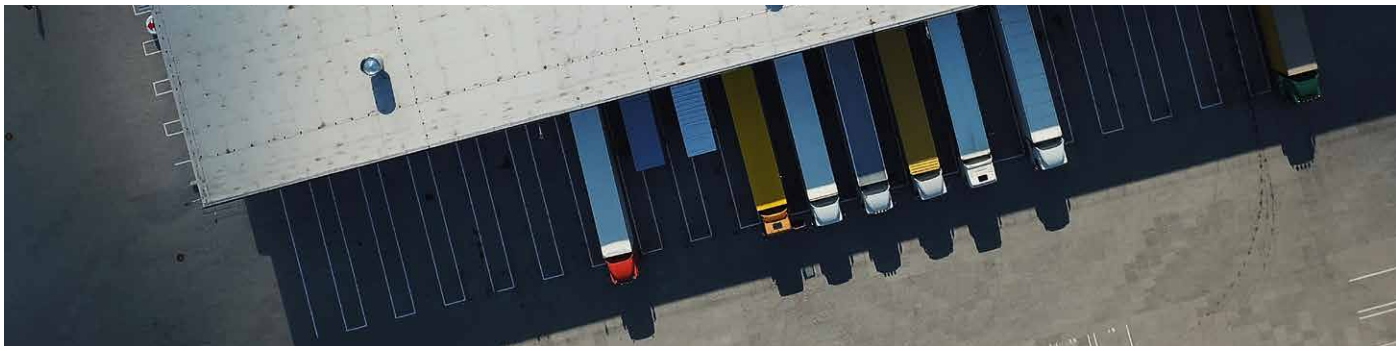
Fujitsu deployed Freight Manager Enterprise (FME) and Flex Managed IT Services across Azure, Microsoft 365, workplace, cybersecurity, and service desk support.

Outcomes

- Secure, continuously managed IT environment
- Increased flexibility to meet changing customer requirements
- Saved 10–15 hours of planning work each week

"The flexibility was really key. We've been able to customize the system to the workflow rather than the workflow to the system."

Andrew Collett, CEO, Cemba Logistics



10-15 hrs / week
Planning effort removed

4-6 hrs / week
Rework and checks eliminated

Building the technology foundation

Cemba Logistics designs and runs high-complexity contract logistics for medium to large organisations across four Australian states, building on customer relationships that go back more than a decade. When Cemba Logistics became a standalone business, it had established customers and freight operations to support, but little IT infrastructure of its own. Rather than diverting time and investment into building an internal IT capability, Cemba Logistics needed a managed services partner that could establish the environment quickly, migrate its people and provide dependable ongoing support.

Cemba Logistics needed a secure, scalable digital foundation that would keep employees productive from day one, protect business data and adapt as customer requirements changed. Fujitsu Flex Managed IT Services brought the cloud, workplace, cybersecurity and support capabilities together as one managed service. At the same time, the freight management platform had to be flexible enough to support very different customer requirements, from high-volume, route-intensive deliveries to highly specialized freight operations. Andrew Collett, CEO, explains, "What we needed was a system that was able to do both of those things within the same platform and be configured to suit different customer types."

A trusted partner for managed IT

Fujitsu designed and deployed a secure Microsoft Azure foundation, including Azure Virtual Desktop and the virtual servers required for Freight Master Enterprise. At the same time, Fujitsu established Microsoft 365, migrated users and data, and brought Cemba Logistics' PCs under secure management. Through Fujitsu Flex Managed IT Services, these capabilities came together as a complete, ready-to-operate technology environment without the delay and complexity of sourcing multiple providers. The result was a coordinated transition with one partner accountable for the full environment.

But the partnership did not end with implementation. Fujitsu continues to manage Cemba Logistics' cloud, workplace, and cybersecurity environment, while providing day-to-day service desk support and monitoring the systems that keep people productive and operations running. Devices used by truck drivers are managed through Microsoft Intune, helping the company retain control and protect its data if a tablet is lost. With one service partner coordinating the environment, Cemba Logistics can avoid fragmented support, access specialist skills when needed, and focus its own resources on customers and operations. "The real value for Cemba Logistics is that we take care of the IT environment, so the team can focus on running the business. They trust us to keep their IT working, respond when they need us and make sure their environment is secure and well managed," remarks Andrew Couch, Technical Services Manager, Fujitsu.

This managed approach also gives Cemba Logistics the flexibility to respond as its operations evolve. Fujitsu can adjust the supporting technology, security and service arrangements as new customer needs emerge, while FME remains configurable for different logistics workflows. "The flexibility was really key," said Andrew Collett. "We've been able to customize the system to the workflow rather than manipulating the workflow to suit the system."

Industry:
Logistics

Location:
Australia

Website:
cemba.com.au

About the customer

Cemba Logistics is an Australian logistics and transport provider delivering tailored supply chain, contract logistics, transport management, fleet, and last-mile services for medium to large organizations. The company focuses on flexible, customer-centric solutions that support complex operational requirements across Australia.

Enabling smarter operations

Today, Cemba Logistics benefits from a modern, reliable technology environment that is actively managed rather than simply maintained. Employees have consistent access to the tools and support they need, while managed security, patching and device controls strengthen protection and reduce operational risk. Automated processes have also improved efficiency, with one task reduced from approximately one hour to one minute. EDI integration with FME enables up to 800 to 900 consignments per day to flow through the system, while customised reporting and automated scheduling improve visibility and planning.

Alongside these operational gains, Fujitsu Flex Managed IT Services gives Cemba Logistics confidence that its wider technology environment is secure, supported and continuously managed. End-to-end ownership across cloud infrastructure, Microsoft 365, user devices, cybersecurity and service desk support reduces management overhead and removes the need to coordinate multiple suppliers. Proactive patching, device management and ongoing optimisation help reduce risk and keep the environment aligned with the business as it grows. Reflecting on the partnership, Andrew Collett notes, “The team is really responsive and reliable. If you want a managed service that works and gives you control and flexibility, I’d recommend Fujitsu.”

Customer:

CembaLogistics

Fujitsu

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November 2026 | 2070-01