



Consulting by Fujitsu

# Confidence for scalable growth

Fujitsu's assurance and guidance enabled MHFA to stabilise its Salesforce platform, secure the right partner, and prepare for global expansion.

Industry: **Healthcare**

Headquarters: **Canberra, Australia**

Employees: **300**



2

Assurance reviews delivered

300

Employees supported

MHFA aimed to strengthen its Salesforce platform to enable sustainable growth and improve governance, seeking Fujitsu's expertise for assurance and strategic guidance.

### Building a foundation for growth

Mental Health First Aid Australia (MHFA) has been a pioneer in mental health education since its inception in 2000. As demand for its training programmes surged nationally and internationally, MHFA recognised the need for a robust technology backbone to sustain growth. Its Salesforce platform, initially implemented to manage operations and customer relationships, had become increasingly complex, with undocumented custom code and unresolved technical issues. The organisation needed to stabilise its CRM environment, improve governance, and ensure scalability to support innovative delivery models for mental health training worldwide. "We wanted confidence that our systems could keep pace with our mission," explained MHFA's leadership.

### Expert assurance and strategic guidance

Uvance Wayfinders, consulting by Fujitsu, partnered with MHFA to provide independent assurance for its Salesforce Remediation Programme—a critical initiative aimed at restoring system integrity and preparing for future expansion. Fujitsu's approach combined rigorous oversight with practical, actionable advice. The engagement included two comprehensive health checks: one mid-project and another post-transition, offering the Executive Board evidence-based insights into progress, risks, and readiness. Fujitsu also supported MHFA in selecting and procuring the most suitable technology partner, ensuring submissions aligned with strategic objectives and represented value for money. "Fujitsu gave us confidence that our remediation programme was on track and delivering real value," says Angus Clelland, Chief Executive Officer at Mental Health First Aid Australia. By working closely with MHFA's executive sponsor and operational team, Fujitsu enabled timely decisions and real-time remediation, safeguarding project success.

**"Fujitsu gave us confidence that our remediation programme was on track and delivering real value."**

— Angus Clelland, Chief Executive Officer, Mental Health First Aid Australia



**MHFA needed to remediate its Salesforce platform to improve stability, scalability, and governance for future growth.**

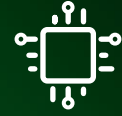


### Confidence to innovate and scale

The collaboration delivered tangible benefits. MHFA secured the right partner to remediate its Salesforce environment, achieved critical milestones, and strengthened governance across the programme. With improved system stability and transparency, MHFA is now positioned to scale its platform and innovate in delivering mental health training globally. The successful completion of the remediation programme has laid the groundwork for future customisation and integration, ensuring MHFA can continue expanding its impact with confidence. This partnership exemplifies how strategic assurance and expert guidance can empower organisations to overcome complexity and unlock new possibilities for growth.

### About MHFA

[Mental Health First Aid Australia](#) (MHFA) develops evidence-based training programmes that empower individuals to support mental health in their communities. Established in 2000, MHFA has grown into a globally recognised leader in mental health education.



Secured the most suitable technology partner



Delivered independent assurance for critical milestones



Positioned MHFA for scalable, innovative service delivery

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