



## CASE STUDY

# BAE SYSTEMS BUILDS SOLID FOUNDATION FOR UNIFIED COMMUNICATIONS AND ENHANCED WORKFORCE COLLABORATION

**BAE Systems is a global company with 96,000 employees engaged in the development, delivery and support of advanced defense and aerospace systems in the air, on land and at sea. At sites across the United Kingdom, new hardware and systems technologies were needed to improve workforce communications and collaborative capabilities – all in a highly secure environment. By enabling multiple collaboration channels across the enterprise, BAE systems achieved significantly greater workforce productivity and faster, more-informed decision making.**

## INGENIOUS

*A growing need to communicate and collaborate among employees at locations across the U.K. required a stable, secure technology platform and industry-leading collaboration tools.*

## PURPOSEFUL

*CSC designed and implemented a technology platform that provided maximum availability while supporting a next-generation unified communication infrastructure including Microsoft Windows 2003, Microsoft Exchange Server 2003 and an upgraded Active Directory schema. This allowed CSC to implement the tools needed for secure instant messaging and ad hoc data conferencing and sharing with Microsoft Live Communication Server 2005 and Microsoft Office Communicator 2005.*

## PASSIONATE

*CSC's implementation and management of new hardware and software technologies substantially improved employee communications and productivity while reducing overhead. Adoption at BAE Systems locations across the U.K. rapidly expanded as employees experienced the benefits of greater connectivity across teams, projects and U.K. sites.*

## PROJECT BACKGROUND

Committed to streamlining its technology, BAE Systems launched a series of initiatives to take the organisation from multiple desktop applications and networks to one standardised desktop application build. Major efficiencies were also achieved by consolidating an ageing e-mail server infrastructure with a state of the art, resilient clustered Microsoft Exchange Server platform.

With a standardised communications platform in place and a stable foundation on which to build, BAE Systems was well positioned to investigate new collaborative technologies that could positively impact productivity throughout the organisation. The project team analysed current workforce collaboration processes and designed an advanced platform to speed communications, safely share data among team members, and simplify connecting with experts across the business.

Among the productivity tools considered were corporate instant messaging, instant data conferencing capabilities and collaborative file sharing, all of which had to comply with strict privacy and security guidelines. Presence technology was another critical component because of its ability to efficiently connect teams and individuals.

## PROJECT OBJECTIVES

The project team needed to deploy a robust, contemporary platform that would:

- Use proven, industry-leading technology that was fully integrated with the Microsoft Office System and Microsoft Exchange Server
- Be scalable to easily accommodate future growth and the rollout to additional BAE Systems locations within the U.K. and across the globe

- Fully meet BAE Systems' privacy and security requirements as a government classified site
- Break down communication barriers across the business and make it easier to locate and contact colleagues with advanced presence-based capabilities
- Provide online, real-time individual and group instant messaging capabilities
- Enable secure, virtual data conferencing among participants at multiple locations

## CSC'S SOLUTION

A solid IT foundation was critical to enabling the collaboration technologies desired by BAE Systems. As part of the initiative to revamp hardware and systems software, the project team installed needed servers to support a unified communications infrastructure. The most current versions of Microsoft Windows 2003 and Microsoft Exchange Server 2003 were installed to optimise the communications functionality inherent in those applications.

The Active Directory schema was upgraded to include multiple internal bridgehead servers, dedicated Outlook Web Access servers, and multiple clusters with active and passive nodes. Concurrently, the project team refreshed hardware, executed system software builds and added clientside software to the standard desktop build.

As expected, these activities simplified the migration to the new environment which made that migration seamless for end users. The team also implemented user audit reporting to meet compliance requirements, and began capturing usage statistics using Microsoft Operations Manager to monitor adoption of the new systems.

To achieve the desired levels of communication and collaboration, Microsoft Live Communication Server 2005 (LCS) and Microsoft Office Communicator 2005 were implemented. These industry-leading collaborative technologies enabled business-wide instant messaging, supported with presence and enhanced directory search capabilities to simplify locating and determining the availability of key individuals. Equally critical was providing integrated tools for spontaneous virtual conferencing across sites with the ability to share documents, presentations and web pages with all participants.

### SOLUTION BENEFITS

- A scalable, high performance collaborative platform that supports a complex, unified communications infrastructure.
- Improved teamwork and streamlined communications across projects and geographical boundaries.
- Faster, more informed decision making through highly productive virtual meetings and secure information sharing and collaboration.
- Optimum security and systems auditing to ensure confidentiality and compliance.

### BENEFITS DELIVERED

The technology initiatives at BAE Systems transformed workforce collaboration and strengthened business processes throughout the organisation.

Key benefits include:

- Accelerated system and messaging performance, enabled through upgraded platforms and a standardised desktop interface.
- Forward-looking, scalable foundation, accommodating future growth in the number of users and applications needed for a federated messaging and collaborative solution across multiple BAE Systems global locations. This can be accomplished while satisfying the exacting security and compliance needs of government-classified sites.

- Rapid connections and collaboration, supported by powerful online presence capabilities. Presence technology has dramatically changed how employees reach out to one another.
- Streamlined, simplified communication channels. Besides eliminating Inbox clutter and "phone tag," these new communication channels facilitate discussions with the right people at the right time.
- Enhanced decision-making and collaboration, made possible through instant virtual conferencing. Participants can simultaneously view, modify and share control of documents and desktop applications.
- Enthusiastic adoption, with new collaborative technologies that are easy to use and deliver significant time-saving benefits.
- Improved customer satisfaction with improved responsiveness through faster decision making.
- Cost savings, realised by reducing the need for employee travel.

Based on the success of this roll-out, BAE Systems is planning further enhancements to their new platform. They are currently pilot testing the integration of mobile instant messaging with their Blackberry platform, and are considering a broader rollout across all BAE Systems U.K. sites and additional countries of across the globe.

*"Our new collaboration systems have transformed how employees reach out and work together. Productivity improvements have been outstanding, and presence technology has been invaluable. CSC architected a creative and innovative solution for us."*

**Simon Ripley Head of Enterprise Infrastructure BAE Systems IT Shared Services**

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