

AWARD SUBMISSION

CSC HELPS BAE SYSTEMS DELIVER BETTER FRONTLINE SUPPORT TO THE RAF

Extract from CSC's MCA submission 2010



INGENIOUS

To help BAE Systems provide more effective frontline support to the RAF, CSC built an innovative solution that presents applications as a service to authorised users, irrespective of location.

PURPOSEFUL

CSC mobilised a collaborative team from BAE Systems and CSC to deliver a complex solution fast, without causing disruption to mission critical systems.

PASSIONATE

Proactive working, based on a long-term, trust-based relationship between CSC and BAE Systems made the project possible.

"The collaborative and integrated approach used to deliver this capability provided more than just a technical solution, it provided a Strategic Platform enabling BAE Systems key business processes for years to come."

John Heaton, Head of IT Services, Information Management & Technology Enterprise Shared Services, Military Air Solutions

BAE Systems is the world's 3rd largest provider of advanced defence and aerospace solutions, the largest defence firm in Europe and the leading manufacturing business in the UK. It has been a principal supplier of weapon systems to the Royal Air Force (RAF) for decades now, and its key role in UK defence has been reinforced in recent years through delivery of the Typhoon.

THE CLIENT'S CHALLENGE

BAE Systems works closely with the UK Armed Forces to provide maintenance services, but recent contractual changes have presented new challenges. In particular, BAE Systems is being asked to take an increasing role in providing whole aircraft support and maintenance directly on the RAF's main operating bases. Under the terms of "availability contracts", payment is linked to aircraft availability, and non-compliance could lead to serious consequences.

BAE Systems must now ensure that several thousand end users, based on a growing number of main operating bases, have access to its own information systems. This involves sharing relevant information across multiple platforms owned by themselves, the MoD and third party suppliers, often using legacy equipment, whilst ensuring full compliance with tight legal and security regulations.

BAE Systems engineers working on main operating bases require access to more than 60 specific software applications for the Tornado alone. As the Typhoon comes into wider operation, so the number of applications in use will grow significantly. Other complications were also involved.

- Many of the existing point solutions were built on legacy technology, for which vendor support was being withdrawn.
- The infrastructure was very heterogeneous, with server farms tied to specific applications and configurations, with little commonality and consistency.
- Third party companies working in the Industrial Supply Chain also require access to BAE Systems applications and data, adding to the security issues.

It soon became clear that an entirely new, highly innovative solution was needed.

CSC'S SOLUTION

CSC worked with BAE Systems' own technology personnel to develop the Remote Application Delivery (RAD) system. This enables all key applications to be kept on secure servers, managed by CSC on behalf of BAE Systems, and for these to be presented to remote end users as if they were loaded onto their own local PCs. In this way the problems associated with both security and local availability can be solved.

CSC's approach involved an innovative combination of existing and new technologies, brought together as a flexible and sustainable solution. This was delivered within a collaborative project framework, optimised for minimal business disruption.

End users use standard web browser and Citrix services to remotely access the applications and data they need, using locally provided MoD and Third Party PCs. The underlying technology, however, provides greatly improved consistency and control, making it much easier to add and remove applications and users to meet changing business requirements. BAE Systems can now serve applications securely from its own premises, apply business rules to enable access to named individuals, and then make these applications available as a service to remote locations.

BUSINESS RESULTS

Proof of concept was followed by a rapid design stage and the start of application packaging. This led to go-ahead for implementation within four months of project commencement and then continued, stage by stage across all the different user types and locations, over the following year.

The first requirement was to deal urgently with obsolescence in the legacy infrastructure, serving some 800 users. Approximately 2,000 additional personnel



MCA Management Awards,
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engaged in maintenance delivery to the RAF were then moved across in batches, making sure that operational priorities were not affected, and that there was no disruption to service delivery. During implementation around 60 legacy servers have been retired, and others reused, leading to additional cost savings. Since the service inception changes in business demand mean that over 2,000 additional users have been introduced to the service.

The RAD solution has led to:

- Management as a scalable and efficient service to meet changing business needs.
- User requirements for application access satisfied through standard catalogue requests.
- Minimal disruption to the business through parallel availability of old and new services and use of 'soft' migration processes.
- Service outages dramatically reduced.
- Obsolescence issues overcome with minimal business disruption.
- 40% reduction in server numbers through new technologies and improved resource utilisation.

The result has been enhanced efficiency within the MoD supply chain and strong support to the long-term partnering agreement between the MoD and its supply chain partners. The project has led to a step-change in the level of integrated team working, with collaborative working across organisational and corporate boundaries proving vital to the success of the project. It also demonstrates deep understanding of the defence industry, including absolute guarantees where secure access is concerned; the credentials to satisfy the Ministry of Defence and RAF; and a clear-sighted appreciation of the business impact of any failure on BAE Systems' bottom line.



WORLDWIDE CSC HEADQUARTERS

The Americas

3170 Fairview Park Drive
Falls Church
VA. 22042
United States
+1.703.876.1000

Europe, Middle East, Africa

Royal Pavilion
Wellesley Road
Aldershot, Hampshire
GU11 1PZ, United Kingdom
+44(0)1252.534000

Australia/New Zealand

26 Talavera Road
Macquarie Park
NSW 2113
Australia
+61(0)2.9034.3000

Asia

139 Cecil Street
#08-00 Cecil House
Singapore 069539
Republic of Singapore
+65.6221.9095