

“Fujitsu were professional and precise in their approach as well as being very flexible – when we needed extra equipment it arrived promptly and was installed within days.”

Flt Lt Stephen Preston
Officer Commander Engineering
RAF St Mawgan



The Defence SERE Training Organisation (DSTO) chose Fujitsu to equip a new training centre based on its comprehensive support and the quality/price of its equipment.

At a glance

Country: United Kingdom
Industry: Defence
Founded: 1918
Employees: 35,000+
Website: www.raf.mod.uk

Challenge

Rather than finance personnel overseas on Survival and Extraction Planning courses, the DSTO wanted to recreate the experience at St Mawgan. It therefore needed to equip its new training centre with the necessary hardware.

Solution

Following a detailed procurement process, Fujitsu was selected by RAF St Mawgan based on the detailed and comprehensive portfolio meeting the demands laid out.

Benefit

- Fujitsu's attention to detail enabled the installation to take place in two weeks, meeting necessary deadlines
- Met cost, reliability and performance specifications, supporting the range of specialist military applications
- Comprehensive support guarantees next day service, minimising disruption
- Up to 20 trainees per course can now be equipped with crucial skills to be used in the field

Customer

Formed in 1918 in response to the First World War, the UK's Royal Air Force (RAF) is the aerial warfare service branch of the British Armed Forces and the oldest independent air force in the world. Its objective is to support the Ministry of Defence in ensuring the security of the UK and its overseas territories. RAF St Mawgan in Cornwall is currently home to the Tri-Service Defence Survival Training Organisation, which teaches 'Survive, Evade, Resist, Extract' methods in support of operations and training.

Products and services

- 21 x FUJITSU Desktop ESPRIMO P2520
- 17 x 22 inch FUJITSU displays
- 5 x 42 inch FUJITSU displays
- 2 x FUJITSU Server PRIMERGY

Challenge

The DSTO run a number of courses onsite at RAF St Mawgan, however, for one particular training programme, dealing with survival and extraction of personnel, the only recognised course available was in the US. This US based course had limited numbers for delegates from outside the US so DSTO wanted to replicate it in the UK.

"Previously, the US based training would only permit two foreign applicants for the course, which severely limited the number of people DSTO could send," says Flt Lt Stephen Preston, Officer Commander Engineering, RAF St Mawgan. "DSTO thought that if they could develop their own version of the programme, sanctioned by the US team, they could put many more UK and NATO personnel through the training."

The DSTO team, accompanied by RAF St Mawgan Technicians visited the US site and made note of the specifications: one core instruction hub connected to five offices, each with two computers on a closed network. However, wanting to improve on the experience, use of interactive rather than physical maps was added to the requirement.

"We went through our stringent procurement process, making sure the specifications were in line with joint service policy and then issued a tender, which went out to three vendors," adds Preston. "Fujitsu came back not just with the right equipment at a competitive price but also a detailed and accurate portfolio which stood out during the tender process."

Solution

Fujitsu arrived onsite and produced a detailed schedule of work, finessing the requirements and measuring up the floor-space. Despite some delays in the arrival of equipment, the team were able to get the training rooms ready on time for the first session.

The initial order consisted of 11 ESPRIMO P2520 PCs with 22 inch Fujitsu displays, connected to two Fujitsu PRIMERGY servers via Brocade switches. Everything was configured, installed and cabled within two weeks. After the first course, the instructors realised they could maximise the time spent by the trainees by adding more equipment and so introduced an additional ten workstations and five 42 inch screens to serve as interactive maps.

"Fujitsu were professional and precise in their approach to this installation as well as being very flexible – when we needed the extra equipment it arrived quickly and was installed within days," continues Preston.

"After the unavailability of the original PC displays, Fujitsu upgraded to larger screens at no extra cost to enable us to meet our tight deadlines, demonstrating unprecedented goodwill."



The Fujitsu equipment provides the platform for an internal email system, enabling trainees to interact with instructors; a HD mapping solution; and MOD J-CHAT, which allows battle commanders to securely communicate via text on the frontline.

Benefit

DSTO can now undertake critical training onsite with up to 20 spaces available several times a year. The Fujitsu equipment enables them to simulate real world personnel recovery situations in order to hone their skills and judgement. Three courses have been undertaken already and the feedback has been positive.

"It currently has greater capacity and more modern equipment than its US counterpart, which will potentially continue to make for a more compelling experience," explains Preston. "However, at the end of the day, there is little to differentiate between PCs from different vendors – what really made the difference here was the support and service that Fujitsu provided."

The Fujitsu PCs and servers have performed reliably since installation; however, there have been two instances where DSTO has had to rely on its next day support. On both occasions, the issues were resolved quickly without disrupting training.

"One of the motherboards broke down so we called Fujitsu and were promised an engineer by 10am the next day. Even though the original engineer called in sick, Fujitsu were still able to get a new one onsite first thing in the morning," remarks Preston. "That shows the level of commitment the company has. Fujitsu showed that they were able to react quickly and flexibly to rectify the fault. Their correspondence was swift and decisive, ensuring any delay was minimal."

This commitment also ensured that all deadlines were met and the project could be signed off by the US team within a strict timeframe. Such has been the success that RAF St Mawgan is already exploring other areas where it might invite Fujitsu to help.

"We are looking at building another online based teaching facility. Due to their excellent product and customer support, Fujitsu will be considered again should the process go to tender," concludes Preston. "They have demonstrated a level of professionalism combined with a collaborative approach that ensured the team delivered on time, every time."

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