

Ministry of Defence

ATLAS Consortium keeps DII on schedule with a new UAD supply chain

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Colonel Adam Grew, Ministry of Defence



The customer

The UK Ministry of Defence (MoD) is responsible for implementation of government defence policy and encompasses the British Armed Forces.

About ATLAS

The ATLAS Consortium was formed in March 2005 to deliver the Defence Information Infrastructure Future, DII(F) contract (now known as DII) and is made up of HP Enterprise Services, Fujitsu, Cassidian and Logica.

The challenge

The Ministry of Defence (MoD) is replacing its many IT 'islands' with a single, more efficient system known as Defence Information Infrastructure (DII). DII will save money and be more capable and secure.

It is the single biggest infrastructure project, to date, rolled out in Europe and when complete, over 300,000 users will be connected to the system via 150,000 User Access Devices (UADs) which could be a new desktop, laptop or mobile terminal across approximately 2,000 MoD sites worldwide.

DII will provide a seamless, assured and coherent information infrastructure supporting operations, logistics and all other aspects of MoD business in the Fixed, Deployed and Maritime environments. DII will allow greater interoperability between the MoD and its allies, allowing the effective sharing of information.

This was the original implementation process: Computacenter delivered UADs to MoD locations. The devices were then individually installed and configured at each desk location. This took two hours per UAD, giving a completion rate of about 70 units a week. This meant that 150,000 UADs could not be installed within the timescales required.

Together, MoD and ATLAS re-thought the process and concluded that, to keep the DII delivery on track, the build and install number would have to be increase to 1000 UADs a week.

THE CUSTOMER

Country: UK
Industry: Government
Founded: 1971
Employees: 300,000+
Website: www.mod.uk



THE CHALLENGE

The Defence Information Infrastructure (DII) replaces the Ministry of Defence's (MoD) many individual IT systems with a single, more efficient information infrastructure to support up to 300,000 users in the UK and overseas

THE SOLUTION

ATLAS partner Fujitsu created a centralised UAD build centre that complied with the MoD's strict security demands and was able to assemble, configure and deliver up to 1,000 UADs every week.

THE BENEFIT

- ATLAS has experienced greater throughput
- Avoided cost increases and overruns
- Introduction of scalable processes
- Delivery of a more consistent build quality

The solution

ATLAS partner Fujitsu offered their Warrington List X site in which a dedicated UAD build centre would be set up. Within just two months, ATLAS DII servers were installed and 128 UAD build points had been established and manned by security cleared engineers.

Days later, fully built and configured UADs began reaching the desired 1,000 users a week level. Installation became a simple 'plug and play' affair that took around two minutes.

Within approximately 20 months, a total of 79,300 units had been produced and installed and the DII programme was back on schedule.

The impact

The new UAD supply-chain has cut costs, improved MoD staff productivity and boosted user attitudes to DII. Two years ago, a user might be offline for up to 48 hours while waiting for delivery and commissioning of a new device. Now, downtime is measured in minutes.

The new process has also transformed quality. Previously, up to 20 separate sites would go live simultaneously with engineers at each location. This led to inconsistencies.

Now, every UAD is tested against demanding criteria before it leaves Warrington. Of the initial 70,000 devices built, just five failed to meet the standard – a failure rate of less than .01%.

ATLAS won the contract for the third DII increment in December 2009 – another 44,000 UADs – and the Warrington build centre has helped other vendors and agencies working with MoD to deliver high quality devices in unprecedented volume.

"There is no doubt that ATLAS' build centre at Warrington proved critical to the overall success of the project. The consortium's experience, expertise and willingness to approach supply issues from a new perspective ensured that we could deliver UADs by the thousand every week." Colonel Adam Grew, Ministry of Defence.

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