

Case Study

Electronic Warfare Solutions

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Dave Ruddock, Technical Director, Electronic Warfare Solutions



The customer

Electronic Warfare Solutions (EWS) is an independent and highly specialist company with specific expertise in the domains of electronic warfare and electronic counter measures. It was founded in 2009 by four individuals with expertise in the areas and provides consultancy services that help government agencies, industry and users of defence equipment to simplify and streamline complex procurement and deployment activities.

EWS has a proven track record of providing capability development, project management and training services and has delivered services in more than 30 countries to date. It is a proactive and agile company that focuses on customer requirements while ensuring that solutions are delivered exactly as specified.

The challenge

EWS approached local technology reseller ERUD IT for advice on establishing its IT systems. To get the business started, ERUD IT provided a refurbished server system to act as the platform for the initial applications that EWS needed to deploy. The members of the EWS team were working from remote locations more often than their UK office and initially made use of their own laptops. However, as the company grew, so did its need for more reliable, high-performance systems.

“We set-up and hosted the server for the first 18 months. But as EWS started to do more business, it needed more resilience. It works closely with trade and industry bodies and is expected to adhere to guidelines set by government and by organisations, such as the Ministry of Defence,” explains Scott Phillips, Managing Director, ERUD IT. “From the start, it has been a distributed business, so they wanted a server that could run 24/7 and laptops that would have a great battery life and survive being carried around different locations all over the world.”

While ERUD IT is a relatively small reseller business, with five full-time staff – it has many customers who are very highly dependent on their IT systems, so it is vitally important for the business to know it can trust its supplier when it comes to reliability and support. Fujitsu is the brand it recommends to all its customers now.

The customer

Country: United Kingdom
Industry: Defence
Founded: 2009
Website: www.solutions-ew.com



The challenge

EWS wanted a reliable, scalable server platform that could support the company’s growth in combination with a robust standardised laptop that could withstand the rigours of travel.

The solution

Working with local reseller, ERUD IT, EWS deployed a Fujitsu PRIMERGY TX200 server in tandem with Fujitsu LIFEBOOK E752 laptops.

The benefit

- The inclusion of the Trusted Platform Module (TPM) and disk encryption as standard ensure sensitive data is safe
- Reliable operation and trusted support ensure the smooth running of the business
- Modular laptop bays can take extra batteries or hard disk drives for added flexibility, durability and extensibility

Products and services

- FUJITSU Server PRIMERGY TX200
- FUJITSU Laptop LIFEBOOK E752

Eighteen months after the business was set-up, ERUD IT advised the firm to upgrade to a Fujitsu PRIMERGY TX200 server in order to provide more power, capacity and scalability for the growing business. It also recommended that the team standardise on a single mobile PC – the Fujitsu LIFEBOOK E752 because it believes Fujitsu offers the best combination of reliability, resilience, performance and value available on the market.

"I have worked with just about every vendor in the past and a lot of the systems are so disparate, and we would have to learn about a lot of different systems and equipment. We tried everything from purpose-built systems to low-priced options," continues Phillips. "In the end we decided that we really needed to work with a systems vendor that was reliable and mid-range in terms of price. Fujitsu's products are a great combination of Japanese speed and German engineering."

The solution

The company has now deployed a scalable server solution with laptops that have modular bays that can take extra batteries or hard disk drives. As EWS deals with sensitive information, it also wanted systems with solid security features so the inclusion of the Trusted Platform Module (TPM) and disk encryption as standard were both important factors.

"There have been no problems with the Fujitsu equipment at all. The one thing we thought might be a problem early on, turned out to be something else – but Fujitsu put a hardware engineer on stand-by just in case. That proved to us, once again that the company would support us and make sure the customer was OK," adds Phillips.

"When you are a small company trying to grow your business, everybody is multi-tasking because you don't have the resources or time," comments Dave Ruddock, Technical Director, EWS. "The independent advice and support we received from ERUD IT and Fujitsu essentially meant that we had our own part-time IT Director and an on-demand IT support department."

The benefit

The Fujitsu systems operate as expected, providing the reliability and security that the company needs, which is the key advantage of the new platform.

"We have been able to concentrate on growing our business. We do 98 per cent of our business overseas and reliability is one of our key concerns; the decisions to install solid-state disks in the laptops and planning expansion capacity in the server have been vindicated," says Ruddock. "We have not experienced any problems, whereas previously we'd had HDD problems with our old laptops."

Conclusion

EWS is delighted with the performance and reliability of the server and laptops to date and is keen to extend its relationship with ERUD IT and Fujitsu.

"We are confident that our server will support our needs for the short to medium term. As we have grown the server and laptop combination has been reliable and, as we look to do a technology refresh in the coming months, ERUD IT and Fujitsu will be at the forefront of our considerations," concludes Ruddock.

"The most important thing for me is support. I like to know that someone will be there when you need them, and the support Fujitsu gives us is excellent. If it was up to me every customer would be 100 per cent Fujitsu."

Scott Phillips, Managing Director, ERUD IT

In collaboration with



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