

**CASE STUDY
WORKING WITH BT FOR THE MOD
IN GERMANY**



*‘Fujitsu are our hands and our tools in Germany.
We’re very, very close and there’s real trust between us.’*

Ray Storer - BT Operations and Services Manager, DFTS Germany



The challenge

The UK Ministry of Defence (MoD) needed to communicate securely between 33 military sites in Germany as well as overseas and within the UK.

The contract in Germany was an addition to the existing Defence Fixed Telecommunications Services (DFTS) in the UK. This is one of the most successful PFI contracts, covering 230000 phone and data users at 1600 sites in the UK. DFTS is on course to save more than £700m for the MoD since contract let in 1997.

At the time when this contract work commenced, BT identified Fujitsu as a partner to support its operations in Germany. A relationship has existed for some time between BT and Fujitsu to maintain DFTS services. Due to the success of this, BT decided to expand the relationship to include all of the services supported by the DFTS contract in Germany. The necessary contract was signed between BT and Fujitsu and the operation in Germany was expanded to cover the support and performance requirements.

The solution

Fujitsu has signed a contract until 2012, with the opportunity to extend to 2015. It already support telephone services, data transfer, IT networks and

platforms for 15,000 users as well as being responsible for the TV service and a secure radio network. Under the new contract, it will provide a new communications infrastructure at over 200 locations to support the roll-out of DII(F) in Germany.

Fujitsu provides a helpdesk, maintenance support which includes a single point of contact for manufacturer support covering a wide range of communications equipment in Germany as well as project support for BT in the installation and design of new equipment and systems.

The new contract means Fujitsu will also project manage, in conjunction with BT, plan and install the new equipment.

SUMMARY OF KEY FACTS

Organisation

MOD, Germany

Contract signing date

Re-signed 30th March 2007

Service/s delivered

Mobile Engineering Services

Benefits For MoD

- Cost reduction
- Security and dependability.
- Defence modernisation
- 9-hour service restoration

Benefits For MoD

- Seamless service
- Taking responsibility
- Innovation and flexibility
- Dedication and commitment

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Benefits for MOD

Cost reduction

This is a PFI project and, like the larger UK version, significantly reduces the MoD's capital and operating costs in Germany.

Security and dependability

The service allows secure communication between units in Germany and the UK. Data, voice traffic, images and messages are encrypted before transmission. A new network has been installed and this technology is being replicated across all of the military sites in the UK to form the Common Core Platform.

Defence modernisation

The contract contributes to the Defence Modernisation Programme by maintaining stable wide-area network telecommunication services - critical to the successful deployment of the Defence Information Infrastructure (Future)

9-hour service restoration

The contract demands 9-hour service restoration for some mission-critical parts of the communications network. This tough service level agreement is delivered by Fujitsu engineers across 33 military installations over a 60,000 square mile area of Germany, from Moenchengladbach to Hohne.

Benefits for BT

Seamless service

Fujitsu is responsible for delivering DFTS in Germany, it's staff working seamlessly with BT in the UK.

Only one direct BT employee manages the contract in Germany, every other role is fulfilled by Fujitsu. According to Ray Storer, BT Operations and Services Manager for DFTS Germany, 'The changeover was seamless and Fujitsu staff think and act like BT staff.'

Taking responsibility

Ray said: *'It's important to highlight how strong our relationship is. It is not just a question of one manager in Fujitsu talking to one manager in BT. There is a whole range of people that are responsible for making this very, very complex partnership work - BT people and Fujitsu people, in Germany and the UK.'*

'If you were at a meeting you would have difficulty identifying who are the BT people and who are Fujitsu, because the relationship is so well developed.'

Innovation and flexibility

Ray commented: *'Although we designed the network, there are always some small issues that require innovation and flexibility at the point of delivery. In these cases Fujitsu have been our hands and our tools to provide that vital work and support at the provision side.'*

Dedication and commitment

'Fujitsu staff show the highest possible level of dedication and commitment. I have always been impressed with the pro-active attitude of the managers I have been dealing with in Germany.' Ray pointed out.

Continuity of Service

Fujitsu's in depth knowledge and experience of the project has made it invaluable to BT and the MoD and, if removed, the continuity of service would have been compromised. Renewing the contract with Fujitsu prevented a costly and time consuming process of re-tendering for such a large project.

Implementation

The contract started on 1 February 2004 and in the first months Fujitsu delivered an extremely complex training plan. Fujitsu engineers were retrained for new areas and techniques alongside staff transferred from the MoD via TUPE who trained in IT and network support.

The contract still calls for regular technology updates, ensuring that the MoD always has the highest level of communications capabilities.

Expertise

The new contract builds on a long-standing relationship between BT and Fujitsu, working on DFTS, RLI, SLI and Packet Switch Systems.

Ray concluded: *'As the only BT employee working on the contract in Germany, I know I can rely on the support provided by Fujitsu, both by the on-site engineers and the managers in Germany.'*

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