

Case Study

Lockheed Martin

Government Contractor Cuts Travel and Conferencing Costs with Unified Communications

The Company

Lockheed Martin, the world's number-one military contractor, provides Information Resource Management (IRM) services to workers at the U.S. Department of Energy's (DOE) Hanford site. Faced with an aging telephony infrastructure in need of replacement and a desire to reduce high travel and communication costs, Lockheed Martin decided to implement Microsoft's unified communications solution. With Aspect's help, Lockheed Martin deployed the software's conferencing, chat, live meeting, instant messaging (IM) and presence capabilities to a select group of Hanford users. The solution was subsequently rolled out to all 8,000 workers across the site. Hanford now has in place a robust and scalable solution that has already resulted in a significant decrease in conferencing bridge costs and a drastic increase in worker communication, collaboration and productivity.

The Business Challenge

Headquartered in Bethesda, Maryland, Lockheed Martin is a global security company that is principally engaged in research, design, development, manufacturing, integration and sustainment of advanced technology systems, products and services. The company employs approximately 146,000 people across four separate business units: Aeronautics, Electronic Systems, Information Systems & Global Services (IS&GS) and Space Systems.

Lockheed Martin's IS&GS business unit is a leading federal services and information technology contractor with a strong heritage of delivering world-class solutions and advanced technology across a broad spectrum of domains. The unit was hired by the U.S. Department of Energy (DOE) to provide Information Resource Management (IRM) Services to approximately 8,000 workers at the Hanford site, a 586-square-mile plutonium production complex located along the Columbia River in southeastern Washington State. Home to nine nuclear reactors and associated processing facilities, Hanford played a pivotal role in the nation's defense for more than 40 years, beginning in the 1940's with the Manhattan Project. Today, under the direction of the DOE, Hanford is engaged in the world's largest environmental cleanup project, with operations expected to be complete by 2035.

"Lockheed Martin's focus at Hanford is on integrating and innovating IRM systems and services to maximize cost efficiencies and enhance service quality for workers across the site," says Jim McCabe, Lockheed Martin systems engineer. The company's staff of more than 550 information technology professionals provides government employees and other contractors at Hanford with services, such as systems development and integration, information security, telecommunications and network engineering, wireless communications, and maintenance and support.

Earlier last year, Lockheed Martin contractors reached a crossroads at Hanford – they needed to decide whether to replace the dated, PBX-based telephony infrastructure or move to a new technology. They wanted a solution that would be less expensive to maintain and easier to scale than their current hardware-intensive architecture. They needed to lower conferencing costs. And, they were seeking a way to increase productivity by reducing the time Hanford workers spent driving back and forth between multiple facilities across the behemoth site to participate in face-to-face meetings.



Benefits

Services Benefits

- Enables fast, seamless implementation, leading to quicker ROI
- Provides path for future implementations

Solution Benefits

- Integrates with existing infrastructure
- Improves workforce mobility
- Eases development, IT management

Software and Services

- UC RapidStart from Aspect
- Microsoft® Office Communications Server 2007 R2
- Microsoft® Exchange Server 2007 Unified Messaging

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Jim McCabe
Systems Engineer
Lockheed Martin



"Because Hanford is such a large site, we have a lot of unnecessary travel and are spending a ridiculous amount of money on conferencing," says McCabe.

In addition, Hanford was approved to receive \$1.96 billion in funding under the American Recovery and Reinvestment Act of 2009 (ARRA) to save and create jobs, decrease the footprint of active cleanup at the site, and reduce lifecycle costs of cleanup. Under DOE Office of Environmental Management mandate, Hanford is required to spend the money and complete associated clean up projects by September 30, 2011. As a result, Lockheed Martin needed to develop a process for easily managing the influx of new hires and quickly providing network and telephony capabilities to those workers.

Added McCabe: "When the stimulus funding started coming in from the federal government, there was a push to hire thousands of additional workers at Hanford. It became imperative for us to find a way to give those new workers immediate and secure network and telephone access."

The Solution

Lockheed Martin initially met with Microsoft to learn about the features and capabilities of Microsoft® Office Communications Server 2007 R2. The company began to deploy and test the various features of the software in a lab environment at Hanford, starting initially by creating a couple of servers with a back-end database, installing a telephony gateway and provisioning Microsoft® Exchange 2007 for unified messaging. It wasn't long before Lockheed Martin decided to engage Aspect® Professional Services for a pilot deployment of Office Communication Server 2007 R2.

As part of the process, Aspect conducted a series of introductory business and IT strategy workshops to answer questions, help Lockheed Martin gain a better understanding of key considerations and success criteria, and identify and address architecture and network issues. Aspect then worked with Lockheed Martin to install and configure Microsoft Office Communication Server 2007 R2, integrate its voice capabilities into Hanford's production system, ensure that all capabilities included in the pilot were functioning properly, and help deploy the pilot to the designated users. In addition, the Aspect implementation team spent a significant amount of time working with the Lockheed Martin IT team to transfer knowledge and prepare them to roll out the unified communications solution to the entire Hanford workforce.

"Aspect has a significant amount of experience with enterprise deployments and their support prevented us from having to go through the painful experience of getting something wrong," says McCabe. "We expected a smooth implementation of Office Communications Server 2007 R2 infrastructure, and that's what we got. Because the process was fast and easy, we were able to expand our pilot and extend unified communications to all 8,000 Hanford workers."

Today, Office Communications Server 2007 R2 and Exchange 2007 for unified messaging are fully deployed to 100 IT workers across the site leveraging the instant messaging, presence, and Live Meeting capabilities to the remaining 7,900 workers.

Benefits

The Microsoft and Aspect alliance enabled Lockheed Martin to plan and complete a pilot implementation of Microsoft's unified communications solution, based on unified messaging, to a targeted group of 100 users in less than one month. These users now have access to most of the features available as part of Microsoft Office Communications Server 2007, including application sharing, instant messaging, presence, file transfer, multi-party Web conferencing, software-powered voice over IP (VoIP), and call management. In addition, they are able to access and manage email, voicemail, calendar data, and fax messages from one, integrated inbox.

"Application sharing is a great example of how we've been able to use technology to reduce the time and expenses associated with travel, while improving communication," comments McCabe.

"We have a large number of application developers at Hanford, and they spend a lot of time going back and forth to solve problems in their applications. With application sharing, one developer can share their desktop with one or more employees creating instant collaboration capabilities. No travel required and no cost incurred."

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The company is already reporting an increase in productivity, and a decrease in travel-related costs as workers use technology to participate in live meetings in lieu of travel. Hanford employees are also beginning to use the voice conferencing capabilities of Microsoft® Office Communications Server to also reduce some conferencing costs. And, Lockheed Martin is able to get new employees up-and-running with data and telephone access more quickly than before, allowing Hanford to take full advantage of funding provided by ARRA.

“We’ve deployed our new solution to all users and made it possible for all users to install. But, there’s a paradigm to overcome. People are comfortable with what’s familiar and this technology provides a whole new way to communicate. Unfortunately some users have chosen not to install it yet.”

During the coming year, Lockheed Martin plans to continue to educate Hanford workers about the value of unified communications and encourage them to take advantage of the new and innovative capabilities available at their fingertips. In addition, the company is starting the process to rollout voice conferencing to replace their previous conferencing system, and Lockheed Martin has also made video and web conferencing available to all users.

The company is beginning to upgrade Hanford’s telephony infrastructure, moving from traditional telephony to VoIP, and will continue to do so as maintenance contracts expire and technology is retired. As that transition occurs, users may eventually be given access to the full suite of unified communications and unified messaging capabilities available through Office Communications Server 2007 and Exchange 2007, including voice, although there are currently no plans to roll it out at this point.

“Application sharing through Microsoft Live Meeting is a great example of how we’ve been able to use technology to reduce the time and expenses associated with travel while improving communication.”

Jim McCabe

Systems Engineer
Lockheed Martin

Corporate Headquarters

300 Apollo Drive
Chelmsford, MA 01824

978 250 7900 office
978 244 7410 fax

Europe & Africa Headquarters

2 The Square, Stockley Park
Uxbridge
Middlesex UB11 1AD

+(44) 20 8589 1000 office
+(44) 20 8589 1001 fax

**Asia Pacific & Middle East
Headquarters**

138 Robinson Road
#13-00 The Corporate Office
Singapore 068906

+(65) 6590 0388 office
+(65) 6324 1003 fax

aspect.com

About Aspect

Aspect is a global software and IT services firm specializing in applying Microsoft unified communications and collaboration to help customers achieve optimal results through enhanced business processes across the enterprise and in the contact center. Aspect provides IT consulting, integration services and business applications. For more information, visit www.aspect.com.

