



# Defence Equipment and Support

Helping to Keep the UK's Defence Technology Assets at a State of Readiness

**Geography**  
UK

**Industry**  
Government

**Business Need**

The system originally used to support defence technology assets was challenging to change and adapt. With the number of assets growing quickly, DE&S needed to devote more and more resources to managing the system. Therefore, the goal was to replace it with a solution that was more user-friendly, adaptive, and cost-effective.

**Solution**

After extensive competitive analysis, DE&S deployed BMC Remedy IT Service Management solutions to support up to 300,000 defence technology assets at 1,100 separate locations — 800 in the UK and 300 overseas (including Royal Navy fleet vessels).

**Results**

- > Increased the productivity of help desk agents by 50 percent via online service
- > Supported the company's Business Service Management approach by allowing the service desk to be adaptive and flexible
- > Managed a considerably larger number of assets than previously
- > Increased development productivity associated with bug checking by 75 percent
- > Delivered value for money and economies of scale
- > Provided the flexibility needed to support organisational business needs on a global scale
- > Provided a complete range of IT services via a service catalogue
- > Delivered a global view of IT assets

The UK armed forces rely on Defence Equipment and Support (DE&S) to supply and support their assets. DE&S uses BMC Remedy IT Service Management solutions to ensure IT service levels in the defence sector, as well as to discover, understand, model, respond, and track IT system problems and business services failures — all as part of an over-arching Business Service Management (BSM) strategy. Following the deployment of the online enquiry fault management service enabled by the BMC Remedy solutions, help desk productivity has risen by 50 percent.

**EQUIPPING THE UK'S ARMED FORCES**

DE&S equips and supports the UK's armed forces for current and future operations. It acquires and supports equipment and services ranging from ships, aircraft, vehicles, and weapons to electronic systems and information systems. DE&S was officially formed in April 2007 from the merger of the Defence Procurement Agency (DPA) and the Defence Logistics Organisation (DLO). DE&S employs approximately 29,000 staff at bases across the UK, with headquarters in Bristol. It has an annual budget spend of £16 billion, representing 43 percent of the UK Defence budget.

As its name implies, the Information Services Solutions (ISS) division of DE&S is responsible for managing the information and communications services for the UK's armed forces. Scroll back 12 years, and a Single Source Maintenance (SSM) organisation was established within DE&S to provide technical IT support for up to 30,000 assets. Ten years later — three years ago — the SSM contract was consolidated to support nine separate Ministry of Defence (MoD) contracts.

Today, the DE&S-ISS supports 300,000 technology assets at 1,100 separate locations — 800 in the UK and 300 overseas (including Royal Navy fleet vessels). Clearly, DE&S-ISS delivers significant business, service, and support benefits to MoD customers, wherever they are based. SSM is widely recognised as not only delivering value for money and economies of scale, but also for providing the flexibility needed to support organisational business needs on a global scale. Support is site-based or mobile and, when required, provides a complete range of IT services via a service catalogue. For the first time, it also delivers a global view of IT assets.

**USER-FRIENDLY, ADAPTIVE, AND COST-EFFECTIVE SYSTEM**

BMC Remedy IT Service Management is at the heart of the DE&S solution. Brian Jeffries, SSM Manager, explains how the relationship with BMC Software evolved. "The system we originally used was challenging to change and adapt," he says. "Our assets were growing, and more and more resources were being devoted to propping up the system. Our goal was to replace it with a system which was more user-friendly, adaptive, and cost-effective."

Six leading service management solutions were evaluated, including an integrated portfolio of BMC Remedy solutions concentrated around BMC Remedy Service Desk. "In our opinion, the BMC solution offered the greatest degree of functionality and flexibility," says Jeffries. "Besides being ITIL-aware, the BMC Remedy IT Service Management offering enabled us to create automated links to our other environments."

The DE&S SSM solution based on BMC Remedy Service Desk has more than 665 users, 298 of which use the BMC Remedy functionality to log and manage both their hardware calls and hardware assets. The team manages up to 3,000 incidents every month — with an approximately even split between Web/e-mail enquiries and telephone enquiries. “With a complete view of the people, processes, and technology used to support defence technology, and the ability to automatically take correct action based on that information, our team can consistently and cost-effectively deliver high service levels,” says Jeffries. “The BMC Remedy solutions are helping us manage IT from the perspective of the business by allowing the service desk to be adaptive and flexible and to answer to the needs of the business, not IT.”

Prior to the launch of the BMC Remedy solution, time-consuming mass inputs of assets were added to the database using an electronic input tool via CSV files. This involved checking each line of input to ensure that data was standardised to avoid future data purification audits of the database. This labour-intensive task was resolved by automating the procedure through the BMC Remedy solution.

The Web solution was introduced two years ago and represented a major step forward, providing DE&S’ customers with more control over adding/modifying assets to the database and managing calls. Chris Randall, Remedy Development Manager, has strong praise for the online solution. “The Web functionality is one of the greatest assets of the system. After a fluid evolution to the BMC Remedy Web functionality, productivity within the DE&S SSM team has increased significantly,” he says. “This is giving the configuration and help desk teams more time to devote for other business commitments. Over all, we have increased the productivity of our help desk agents by 50 percent following the implementation of the online enquiry service. We also cover a considerably larger number of assets than we used to — all without incurring any increase in staff.”

The DE&S SSM Remedy Admin Team — led by Randall — develops and maintains the customised BMC Remedy application for the customer service desk. The application provides the facility to enable the customer service desk, second-level support, and Web users to log and track incidents. Additionally, the configuration team and users of the system can add or modify assets to the BMC Configuration Management Database (CMDB). “The team also manages all DE&S SSM system issues, including change management, contingency, and security measures. The BMC Remedy software supports all of these issues using ITIL best practices,” says Randall.

## ELECTRONIC INTERFACES

Electronic links have been developed to provide an interface between the customer service desk and the Defence Information Infrastructure (DII). More recently, an electronic interface has been established between the BMC Remedy solutions and the ASSYST system in place at the Abbey Wood Call Centre. This interface provides the ability to push both new calls and assets from the Abbey Wood ASSYST system to the BMC Remedy system at DE&S SSM. There is now also a link between another BMC Remedy site in Cyprus via BMC Remedy Distributed Server Option — allowing details of incidents and assets to be passed between both countries.

For the team, one of the strongest advantages of the BMC Remedy system is BMC Remedy Developer Plus. This tool is used to visually represent the relationships among the BMC Remedy Action Request System (AR System) objects that form an application. It also allows the team to navigate, analyze, document, and manage all these objects. “We can now see how workflow matches up,” says Randall. “If we have an error we can see where the problem is almost immediately. BMC Remedy Developer Plus has improved our development process because we can now see how fields interact with workflow. In our opinion, development associated with bug checking is 75 percent faster than it used to be prior to deploying BMC Remedy Developer Plus.”

Looking ahead, DE&S is planning to upgrade to the additional functionality of BMC Remedy IT Service Management version 7 — including integration to the BMC Atrium CMDB. There is also an aim to establish an automated link from the UK to Germany and Gibraltar, allowing overseas calls and assets to be coded from different software applications to the DE&S SSM BMC Remedy application.



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— Chris Randall  
Remedy Development Manager  
DE&S

## Key Products Used:

- > BMC Remedy Asset Management
- > BMC Configuration Automation
- > BMC Atrium Configuration Management Database
- > BMC Remedy Change Management
- > BMC Remedy Developer Plus
- > BMC Remedy Distributed Server Option
- > BMC Remedy Service Desk
- > BMC Remedy Import
- > BMC Remedy Migrator

## About DE&S

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## About BMC Software

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).

