



## Land System Reference Centre

Ensuring reliability, interoperability and performance of military communication and information systems

# LSRC

Steria manages the MOD's strategically important test and reference facility to ensure the efficacy of military communication and information systems throughout their lifecycle, but especially in direct support of operations.



## The Challenge

The UK Ministry of Defence needs to guarantee the reliability, interoperability and performance of communication and information systems deployed in geographically and operationally diverse locations. Its Land Systems Reference Centre (LSRC) based at Blandford in Dorset must stay with the communications technology curve as it tests and holds as references the systems that are enabling military operations across the globe.

### The solution

A five-year contract to manage the MOD's LSRC has put IT-enabled business services provider Steria at the heart of communications and information systems testing in today's military environment.

The contract was awarded in November 2007 and went live on 1st January 2008. The LSRC is a state-of-the-art test and reference facility that conducts interoperability and risk reduction activities on communication and information systems in use, or being developed, in support of all three of the UK armed forces services operating in the land environment.

As Prime Systems Integrator for the LSRC, Steria brings to bear deep technological expertise and the ability to manage relationships between third party specialist vendors and other stakeholders in the LSRC as well as with the MOD personnel located at the facility. The ability to understand and respond to the unique nature of military life, operations and work is central to the success of Steria's partnership with the MOD.

It is a complex task but Steria is demonstrating the flexibility and agility required to rise to the challenge and exceed contractual expectations. Following successful transition of the Prime Facilities Management Integrator role from the previous supplier, Steria quickly tackled the rapid expansion of scope and capability at the LSRC and has worked with the MOD and other stakeholders to ensure that operational testing continues while major upgrades take place.

From an initial remit to support the system tests and technical evaluations for new communications and information systems scheduled to enter service over a five-year period, Steria is now working with the LSRC stakeholders to develop an applications testing capability in addition to the earlier contractual requirements. Defining and meeting the dynamic challenge of this type of testing is another new facet of the co-operation between Steria and the MOD stakeholders.

Lieutenant Colonel Charlie Bishop at the MOD comments: "We need to ensure that changes to operational systems and all new CIS are de-risked before being released. The Steria Team takes its responsibility as the Prime Contractor seriously as it fully understands the unique role it plays in assisting in the delivery of military capability. The Steria Staff have demonstrated high levels of expertise and professionalism and are doing all they can to exploit the LSRC's potential."

Efficiency and quality at every stage of management and operation are essential to deliver an affordable and reliable test and reference facility. The Steria-led team uses internationally recognised best practice methodologies to deliver a cost-effective programme of testing and evaluation and is driven by a Quality Management System that ensures a quality of delivery.

Steria also provides the specialist contractors involved at the LSRC with the support they need to be innovative and responsive to the changing demands of the military and defence industry organisations using the

facility. With a strong track record of delivering complex projects as a prime contractor for a diverse range of sub contractors, Steria is facilitating the smooth interoperability of all these organisations to the ultimate benefit of the LSRC and the clients it serves.

Steria's Dermot Cusack explains: "It is vitally important that we're easy to contract with and that we are fair in all our dealings with the subcontractors. These range from best-in-class systems engineering firms and integrated logistics support specialists to the MOD's own Integrated Project Team (IPT) that manages a portfolio of 40 command support, intelligence and information solution programmes and projects, including sustaining command and battlespace management and intelligence information solutions."



### The benefits

In undertaking the role of prime contractor managing the LSRC, Steria is demonstrating exceptional relationship management capabilities and the ability to work in partnership with subcontractors and clients to keep communication channels simple, clear and direct.

The British Army is the LSRC's highest priority client but by no means the only one. The UK defence industry is also a major user of the facility, making use of the services to help speed up and de-risk the delivery of new operational systems.

Under Steria's leadership the LSRC has:

- helped reduce development and deployment risks, improved efficiencies and ultimately increased performance of new and emerging communication information systems
- delivered a scalable testing environments in response to the rapidly changing communication information environment, including network infrastructure developments
- increased productivity with the amount of concurrent testing projects exceeding client expectations

- managed the growing complexity of testing in an increasingly networked and joint operational environment
- enabled 'excellence across boundaries' through total cooperation with sub contractors and client companies to achieve value
- reduced MOD cost through the reduction of operational and development risk.

Steria's continual focus on efficiency has enabled the LSRC to optimise all the MOD's resources at the LSRC. Applications testing projects and system or architecture evaluations can extend from just a few days to many months and must be undertaken within stringent security guidelines. Dermot Cusack emphasises this: "We've moved into new areas of technology and we've increased the number of tests we're able to run concurrently. This ensures that we deliver superb value to the LSRC's clients, both in the MOD and in the civilian sector. In this environment it is essential that we repay the trust our clients have in us by being dynamic, flexible and responsive to new requirements as they arise."



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