



Armed Forces Case Studies

West Pier Telecom



Type 45 Destroyer

The United Kingdom's Type 45 destroyer (also known as the D or Daring class) is a state-of-the-art air defence destroyer programme led by the Royal Navy replacing the old fleet of Type 42 destroyers.

The first ship in the class, HMS Daring, was launched on 1st February 2006 and commissioned on 23rd July 2009.

West Pier provided an Avaya communications platform on board the type 45 destroyer, taking a commercially available product and re-designing it to meet the stringent shock and environmental requirements of the MOD; the solution is designed with resiliency built in meaning single points of failure have been eliminated and telephone instruments distributed from multiple locations.

The platform integrates with many other systems on board such as main broadcast, alarms, ship along side, secure communications network and satellite; thus making it the most advanced communications platform in the NAVY fleet.



RMAS - Royal Military Academy Sandhurst

West Pier Telecommunications implemented a VOIP (Voice over Internet protocol) system providing all officer cadets training at Sandhurst with high speed intranet and internet access as well as direct individual telephone numbers (DDIs) for incoming calls with a voicemail box for taking messages.

The solution facilitated outgoing calls made on the telephones via a pre-paid calling card platform. This has helped control call expenditure and is a means to debit the calling cards that the cadets purchase through the on-site facilities. The cadets benefit from discounted call charges both nationally and internationally with internal calls and calls to other connected Garrison networks being free of charge.

In all this has enabled a much more capable, flexible and scalable solution. One of the main benefits of the new system was the ability to have just one cable for the telephone and internet, significantly reducing the installation cost and any ongoing maintenance. This was possible through the built in 'switch' on the Avaya IP telephones.

We are currently enhancing the service to incorporate a much greater security feature set; forcing and facilitating cadets to 'remediate' their own personal computers by updating anti-virus software, firewalls and service packs before authenticating and allowing access on the network; thus preventing the spread of computer viruses and malicious activity from the internet. This granular level of security provides greater proactive service monitoring and network policies.



Aldershot Centre for Health

Costing £28 million to construct and covering an area as large as two Wembley football pitches the Aldershot Centre for Health (ACfH) is officially open. ACfH brings together Army primary healthcare services and NHS primary medical services to the local population of Aldershot. It replaces the old Aldershot Health Centre, the Cambridge Military hospital and current Aldershot Garrison medical facilities.



Playing a significant role in completion, West Pier provided the communications solution for ACfH. By implementing the highly resilient Avaya S8730 media servers onto the core Cisco network, installed by Logicalis, West Pier was able to demonstrate and put into action the feature rich, redundant, secure and multi tenancy capabilities of Avaya's Communication Manager to the 500 occupants.

West Pier's relationship with ACfH is set to continue maintaining and supporting the telephony whilst adhering to the strict 802.1X AAA security standards required by the MOD and NHS joint venture.

West Pier Garrison Networks

Established in September 2005 the West Pier Aldershot Garrison Network has been designed to cater for the communication requirements of officers and soldiers studying and living in accommodation within the Aldershot barracks. The prerequisite of this installation was to deliver a secure high speed internet service with the option of a fixed telephone for each user. To do this West Pier designed and installed a network solution working on a Cisco, HP and Avaya communication platform, capable of meeting the infrastructure demands of 2000 users.



By providing flexible contracts cadets are able to use the broadband and telephone service as and when they need it, or cancel it when serving away on exercises. Since installation the Aldershot Garrison Network has expanded into other Garrisons connected via West Pier's private secured backbone network.

Features of the Aldershot Garrison Network include high speed access for on-net gaming, free internal calls, voicemail and discounted call charges to national, mobile and international destinations for users of the option 2 broadband and phone service.

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If you would like impartial advice on your telecoms and networking infrastructure give West Pier a call on 0844 264 5522 or email Mathew van Til (matthew.vt@westpiertele.com)

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