

FLYZERO CASE STUDY

Learn how Response IT developed a flexible IT solution that quickly met the complex needs of the Aerospace Technology Institute's FlyZero project despite Covid-19 pandemic restrictions.

THE CLIENT

The Aerospace Technology Institute (ATI) is a government-backed organisation that creates the technology strategy for UK aerospace, building on the UK's strengths and responding to the challenges faced by the UK civil aerospace sector. It provides a roadmap of the innovation necessary to keep the UK competitive in the global aerospace market and complements the broader strategy for the sector.

FlyZero is an Aerospace Technology Institute project aiming to realise zero-carbon emission commercial aviation by 2030.



THE CHALLENGE

Starting in early 2021, the ATI established FlyZero and began drawing in resources and expertise from leading industry partners to create a brand-new team for a 1-year project. The ambitious targets and timeframe for the project were a particular challenge for the delivery of the IT services.

Response IT were instrumental in helping us deliver all the IT requirements in a timely manner.

ANN DYSIEWICZ, IT MANAGER, AEROSPACE TECHNOLOGY INSTITUTE.

Further, due to the ongoing Covid-19 pandemic restrictions, this new team could not be based in a single conventional office location but instead were distributed across the entire UK. The team needed to be equipped with the necessary tools, working environments and support to undertake the cutting-edge research called for by the project.

Due to the fast pace of change anticipated in the project lifespan, any IT solution also had to be adaptable to include any new software or hardware requirements that would emerge.

Response IT, part of the Modern Networks Group, was selected to be the technology provider for this new team, based on our proven track record working with the Aerospace Technology Institute.



OUR SOLUTION

Our solution to provide a fully flexible working approach revolved around the Microsoft 365 and Azure Cloud computing environments. From the inception, the design was intended to be flexible to accommodate the continuous change in project team members and research pathways that would emerge during the year.

Microsoft Exchange, SharePoint, Teams and Intune were delivered together as an integrated solution providing collaboration, document management and real-time communication tools to all members of the FlyZero team.

SharePoint libraries, along with Microsoft Flow automation, gave the team the workflow and document storage features needed to manage the information within the organisation – including controlled sharing with external parties, where appropriate.

Exchange and Teams provided the collaboration toolkit, including email, instant messaging, real-time meeting environments and document co-editing tools. Integrated into Teams, Microsoft Business Voice also provided a distributed telephony system for the entire FlyZero team.

The FlyZero team also required endpoint devices in order to access the Microsoft 365 environment as well as 3rd party specialist tools. Using Microsoft AzureAD to provide a solid authentication infrastructure, and Microsoft Intune to manage a suite of devices, including laptops, CAD (computer-aided design) workstations, mobiles and tablets, the FlyZero team were able to have exactly the configurations they needed, exactly when they needed them.

Several complex and highly specialised software packages were required by the project team to support the research. Response IT worked with the vendors of these tools to provide them to the team members, using both endpoint delivery and Cloud-hosted Azure Compute resources as needed.





THE RESULTS

FlyZero delivered their findings on schedule at the end of Q1 2022.

During the first 3-months of the project, the environment scaled up from 0 to 90 team members and through the course of the project's 12-months lifecycle, over 150 people from dozens of industry partner organisations worked within the FlyZero environment.

At the conclusion of the project, Alasdair Jamieson, FlyZero's Project Delivery Manager, said:

"I just wanted to send a quick message to say a massive thanks for all your support through the FlyZero project. The FlyZero Team all commented on the effectiveness of the IT setup, and I know well that that doesn't happen without considerable skill and effort on the part of those behind the screens/servers!

On a personal note, it's been a pleasure to meet and work with you and wish you all the best for the future.

Ann Dysiewicz, IT Manager for the Aerospace Technology Institute, added:

"I have worked with Simon and the Response IT team for the past 8 years. In 2021, Response IT assisted with providing many of the IT environments, licenses and provision of equipment to support the FlyZero Project.

Response IT were involved from the start and contributed with ideas and solutions that evolved from a concept design of 20 externals using their own hardware, to the reality of over 100 externals using ATI hardware, working in multiple new tenancies with complex security infrastructures, software and access requirements.

The project required a rapid turnaround and Response IT were instrumental in helping us deliver many of the IT requirements in a timely manner. I personally cannot thank them enough and would like to give a special mention to Tom, Wes, Dan and Simon."

RESPONSE

Response IT is an IT Managed Service Provider based in Guildford, Surrey. In July 2021, Response IT joined forces with Modern Networks Ltd to expand its technical expertise, extend its coverage of London and the Southeast, and enhance all aspects of customer service.