



## World class facility shows ac&e flying with the best

**Client:** BAE Systems Flight Simulator Hawk Synthetic Training Facility at RAF Valley

### Background:

BAE Systems' Hawk Synthetic Training Facility (HSTF) at RAF Valley provides a training facility for trainee pilots, instructors and air traffic controllers. The £60 million+ simulation facility operates at 99.86% availability, 14 hours per day and relies heavily on ac&e's dedicated and bespoke support.



### Challenge:

HSTF has a number of training devices with two networked full-dome simulators using multi-channel high-resolution displays driven by multiple servers. The simulation facility relies on hardware for high end graphics processing, cockpit controls, sound and compressed air supply to simulation g-suits.

The facility runs with a military ethos and is staffed with ex-military combat pilot instructors employed by BAE Systems, leaving no room for failure.

In operation since 2000, HSTF requires support with:

- Sourcing, delivery and maintenance of bespoke hardware.
- Management and support of obsolete IT infrastructure and associated hardware.
- Business continuity delivered through instant availability of back-up servers.

- Uninterruptible power supply enabling optimum serviceability.
- Environmental waste removal and recycling service.

### Solutions:

- ac&e was selected against fierce competition for its dedicated approach to client care.
- ac&e delivers servers, network infrastructure, power solutions, site support and waste removal.
- Live at time of publication are 17 sgi servers, (nine Onyx2, five Octane and three O2) with hot spares at both client site and ac&e HQ, deployable with a recovery time objective of just a few hours.
- Through a deep understanding of the HSTF's business, ac&e has been able to source and supply, install and support state-of-the-art, rare, bespoke and obsolete parts and hardware, not only for IT but for bespoke flight-simulator components.

### Results:

- 99.86% availability versus a client's estimate of 70% without ac&e support.
- Quality of the overall facility enables a larger proportion of training to be carried out in cyberspace, reducing real flying time and overall cost to the tax payer.

*"ac&e provide confidence that this unique and world class facility can deliver on the exacting demands made of it. IT infrastructure and support accounts for two thirds the facility's annual budget, meaning the service provided by ac&e needs to be exceptional – and it is."*

Andy Nason  
Business Manager,  
HSTF



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