



Harris Case Study

The Situation

The Commonwealth of Kentucky released an RFP to replace its entire broadband wireless network statewide — a tremendously complex undertaking involving numerous challenges in engineering, mapping, construction, technology, electronics, power, etc. The existing network included 150 antennae that had been installed over 20 years ago. Harris Microwave's proposed replacement solution would use proprietary Harris technology.

InfoWorkSpace (IWS) was originally introduced to Harris as a potential tracking and storage solution for their 'as built' documentation. IWS's secure **Document-Management** and **Archiving** capabilities would provide Harris with a reliable means of archiving their architecture, design, construction, testing, maintenance, diagnostics information, spare parts and any other system operational documentation. However, once IWS's full range of capabilities was deployed, Harris quickly decided to adopt it as a comprehensive **Project Management** solution.

The Communications Challenge

Harris faced two tough challenges:

- Harris Project team members needed to be able to securely share complex documentation and detailed imagery effectively between remote areas — many of their offices weren't in Kentucky.
- The 'as-built' documentation Harris needed archived was extensive and needed to be stored in an orderly system that could be easily accessed, referenced comprehensively during the design and construction, and at a later date handed off to the Commonwealth of Kentucky for maintenance support.

Harris's proposal bid was in the 10's of millions of dollars range — falling short at either challenge point would severely impact this potential opportunity and leave the Harris team at risk of project delays or performance penalties.

The InfoWorkSpace Solution

Harris project staff recognized IWS's potential almost immediately. While Ezenia! was demonstrating IWS's **whiteboard** feature by uploading a recently taken field survey photo image of one of the remote antenna towers, a Harris engineer realized that the tower's concrete pad would be too small for Harris's new backup battery design. Correcting this potentially disastrous assumption saved significant time and investment down the line and clearly illustrated how IWS could address Harris's first challenge point — **secure communication between remote areas**. Throughout the course of the project, Harris continued to leverage IWS to capture live test data, putting **real-time** system design information in the shared-view window and conducting detailed **text chat and audio discussions** during critical design reviews, all with zero delay.

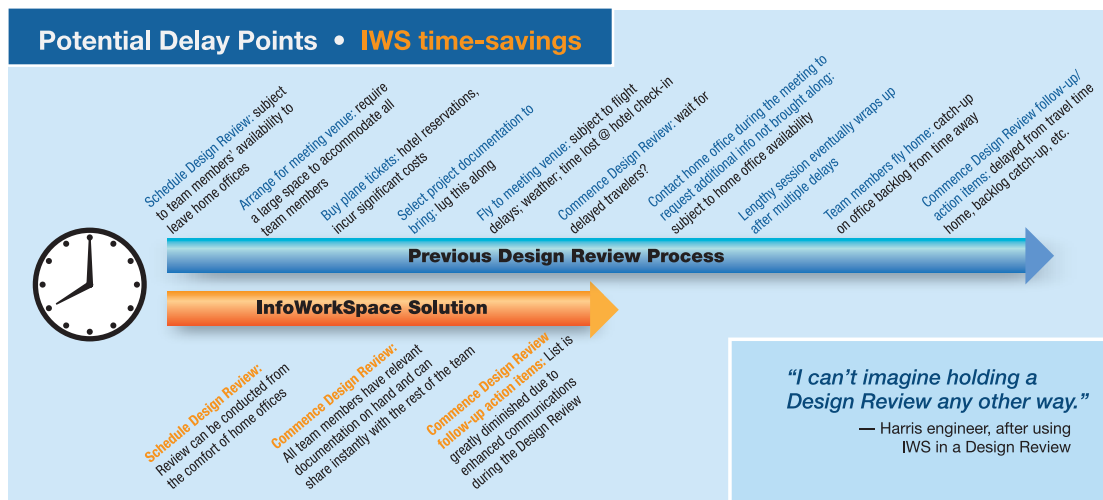
In addition, IWS's **document-sharing** and extensive **archiving presence** provided a solution for Harris's documentation tracking needs, addressing the second challenge point — **secure archiving**

capability. IWS’s intuitive GUI, which is based on a building-floor-room metaphor, was easily adapted so each of Harris’s 150 antenna towers had its own numbered “Secure Room.” This organizational technique made it easy for Harris team members to securely store their survey information, wiring instructions, live test data, etc., in the appropriate location without ever having to worry about backup for future access. Best of all, the IWS archived files were globally accessible, providing both secure and instant information access while dramatically reducing team travel to the project’s remote locations.

The IWS Solution in Action

In addition to the above examples of how IWS facilitated day-to-day communications, the graphic below portrays how IWS saved Harris significant time and expense during a team-wide Design Review. Design Reviews are typically a lengthy and somewhat painful processes requiring discussion and analysis of multiple detailed documents.

When Harris decided to use IWS to conduct the Design Review virtually, the result was tremendous. Harris realized significantly reduced meeting time and travel expenses and increased efficiency and effectiveness throughout their review session.



The Impact

As the figure above portrays, IWS helped streamline and shorten the Design Review process, resulting in tremendous time-savings and greatly diminished costs incurred. Harris Field Survey and Deployment Teams regularly used IWS to discuss problematic issues, review installation questions, present information, research resolutions, then finally resolve the issues via informed decision, all without face-to-face meetings or team travel. In short, IWS allowed the team to focus on System Delivery excellence, rather than communications challenges.

Harris chose to leverage IWS throughout the course of the two-year project. Despite several significant challenges, IWS helped Harris maintain their schedule and their budget for the project’s duration.