

case study

Supporting critical operations: delivering complex projects.



Rescuing a critical programme

the challenge

The Ministry of Defence (MoD) needed to install a complex systems upgrade to the Chinook aircraft as part of an urgent operational requirement. They had failed to establish a coherent programme of work with the key suppliers and were in danger of not delivering the critical upgrade that was desperately required in a war zone.

the Harmonic impact

As a result of previous success with the MoD Project Team, Harmonic was asked to develop a delivery strategy and subsequently for a team to deliver the upgrade.

Using a combination of project management and engineering expertise from Harmonic and MoD and supplemented by specialists from our resource pool, Harmonic devised a programme of work that was acceptable to the suppliers and met the cost and timescale constraints.

We formed a joint delivery team and given our confidence in the delivery approach agreed to be rewarded on achieving real outcomes; completion of key sub-system integration and aircraft being ready to return to service.

"I'm writing to thank you for the outstanding support Harmonic has provided over the past four years, in support of the Chinook Project Team. The programme management expertise you have provided has been crucial in helping us deliver these immensely complex projects and enable us to meet demanding targets – your team's performance has been critical in delivering these crucial capabilities to our forces in Afghanistan.

Your team's dedication, personable approach and all round professionalism have made them highly respected across the Chinook Project Team and embraced as full members of the wider team. They consistently stepped forward to address issues associated with the success of the project that were clearly outside of the scope of your contract and at no time even alluded to seeking recompense for these activities."

- Air Cdre Mark Sibley CBE

the outcome

The aircraft were returned to service in Afghanistan with a fully operational systems upgrade on schedule and budget. As a result, Harmonic received the full performance related fee.