

challenge

To stay online with no system downtime.

solution

Dedicated technicians; 24x7 remote monitoring.

value created

99.999% efficiency across the entire voice network.

UTDi Keeps Peterson Air Force Base Online and Secure

Colorado Springs, CO – Peterson Air Force Base, headquarters for the USAF Space Command, has high expectations for its voice network and its ability to stay online with systems up and running at all times. Based on a long-term, successful relationship with the UTDi team and the company’s 8A status (determined by the Small Business Association for minority-owned companies) in the industry, UTDi won the bid to support the Avaya communication network operations for this strategic military site.

With a mission to provide an integrated constellation of space and cyberspace capabilities at the speed of need, the highest levels of reliability is a mandate for Peterson Air Force Base. Under the new voice network contract UTDi ensured the network center access to full-time dedicated technicians and 24 x 7 remote monitoring of alarms along with break/ fix maintenance. Since the implementation of the UTDi team, Peterson Air Force Base has experienced no service-affecting alarms as the monitoring process anticipates a problem and resolves the issue before an alarm sounds.

An alarm sounds when any component within the 24,000 end-point network spreading across the 26,000 acre facility is identified as off-line. A problem can be as small as something being unplugged from one of the systems to as large as a complete system failure. UTDi monitors the systems to anticipate such alarms and resolves them proactively. According to the contract, UTDi must respond to alarms with 15 minutes of notification. Since implementation, the Air Force base has enjoyed 99.999 percent efficiency across their entire voice network.

"We are proud to have earned the opportunity to maintain the voice network for this air force base that is the engine behind precision strike, global awareness and data connectivity capabilities crucial to the joint forces and key to the future US military advantage," said Lyhn Haller, President and CEO of UTDi.

UTDi also handles the development of long-term voice network strategies for Peterson Air Force Base. UTDi engineers, working hand-in-hand with Peterson AFB personnel, architect solutions based on anticipated future trends. Before implementations are made, engineers for both teams discuss opportunities for deploying new applications and the challenges presented by existing outdated technologies.

Peterson AFB is also home to the North American Aerospace Defense Command (NORAD). NORAD is a bi-national United States and Canadian organization charged with the mission to prevent air attacks against North America, safeguard the sovereign airspaces of the United States and Canada by responding to unknown, unwanted, and unauthorized air activity approaching and operating within these airspaces, and provide aerospace and maritime warning for North America. Millions of children around the world log in to NORAD every year to track the location of Santa on Christmas Eve as he makes his way around the world.



While much of the contract between UTDi and Peterson Air Force Base is confidential, the client is quick to share their ongoing satisfaction with the performance of UTDi within its secure environment. The two partners have developed a long-term, mutually respectful relationship creating an environment of collaboration and teamwork.