

David Myers President, Government Solutions Harris CapRock



David Myers serves as president of Government Solutions for Harris CapRock, which was formed after Harris Corp. acquired CapRock Communications in 2010. Combined with two subsequent acquisitions and an existing maritime-subsea business, the newly formed Harris CapRock is now the world's largest provider of communications to customers in remote and harsh environments—government, energy and maritime.

Q: What benefits can customers expect to see from the new Harris CapRock?

A: Customers can now enjoy unprecedented global reach in world-class communications, even for the most remote operating environments. Harris CapRock pulled together the capabilities and technologies of four industry-leading businesses within the satellite and terrestrial communications sectors, into a new single service provider. Our customers benefit from a broad array of complete end-to-end communications solutions that include hardened remote terminal equipment, high-bandwidth satellite and terrestrial communications, managed network services, and global field support. Customers no longer have to manage multiple vendors to obtain a complete service. Having a single source for complete end-to-end communications all the way from the GIG to the foxhole can significantly lower operational complexity. More importantly, it allows customers to take reliable communications “for granted” and just focus on their mission.

Q: What makes Harris CapRock unique compared with other communications providers?

A: Harris CapRock focuses exclusively on military and industrial-grade communications. That means our solutions must be beyond traditional carrier-class commercial services. They are tailored to the very demanding challenges of remote and harsh operations, where the mission simply cannot fail. Every aspect of the solution, from the ruggedness of the equipment to the resiliency of the backbone network to the integrity of the data, is of paramount importance when designing our customer solutions. We don't just “integrate” components. We engineer complete solutions

that serve as a lifeline for deployed personnel to their chain of command.

Harris CapRock has also invested in our customers' mission success. We own and operate the world's largest commercial infrastructure specifically built for broadband communications in remote environments. Our extensive infrastructure includes 18 teleports across six continents, five 24/7 network operations centers, and 83 points of presence on a global terrestrial network, all supported by an in-house field services force of 275 technicians. By owning and operating the infrastructure and using our own employees, Harris CapRock can provide customers with a level of quality control, responsiveness and customer service that just cannot be matched by general contractors or integrators who outsource critical service elements.

Q: Are you realizing any economies of scale associated with the recent acquisitions and growth?

A: Except for the combined purchases of the U.S. government itself, Harris CapRock is now the world's single largest buyer of satellite bandwidth, with a portfolio of 4 Gigahertz across more than 60 satellites. As such a large consumer of satellite capacity and equipment, we naturally have significant industry buying power. We are now able to leverage our 30 years of experience to influence the design of next generation terminal equipment and even the spacecraft themselves. In 2009, we worked in concert with key satellite and equipment suppliers to develop CommandAccess, the industry's first pre-packaged managed satellite service that incorporates true military-grade features like X-band satellites and man-packable remote terminals. Harris CapRock continually seeks to leverage its scale not just to lower costs, but also to pioneer innovative new offerings.

Q: What trends are you seeing that will play a role in the future of the government market?

A: There is an unmistakable trend toward the purchase of more complete managed services, especially those that include everything in a single end-to-end solution. This includes satellite, wireless and terrestrial built from the ground up as an integrated network, rather than separate communications links. It also includes a host of support services like in-theater field installation and maintenance. The insatiable demand for bandwidth in support of high-definition video, for everything from unmanned aerial system missions to maintaining troop morale, is also driving a faster pace of technology adoption. The trend can be summarized as a desire to bring the same mainstream broadband communications enjoyed by civilians on their iPads at home out to the battlefield.

Q: How has the government adapted to take advantage of the emerging capabilities you described?

A: Commercial industry can typically bring innovative technology solutions to market much faster than the traditional program of record approach. Customers are looking for a multitude of options that can be tailored to their mission profiles. New, more flexible contract vehicles like the Future COMSAT-COM Services Acquisition (FCSA) program facilitate this desire. For those who need a deployable solution quickly, FCSA enables customers to purchase commercial off-the-shelf subscription services through the GSA Schedule 70. For larger or more complex requirements, FCSA's Custom SATCOM Solutions component replaces the complexity of one-off procurement contracts, while still enabling a completely customized set of user-defined requirements.

In addition to launching a new more flexible contract vehicle, DISA recently reorganized itself to better align decision making around procurement of complete managed end-to-end solutions. To that end, both satellite and terrestrial services procurement fall under the same overarching group. We see both the new contract vehicle strategy and the organizational alignment as great indications that DISA is repositioning to serve its customers with both increased speed and efficiency. ★