

Thales Rail Signalling Solutions Ltd evidence – for premium rail infrastructure management



*To ensure the efficient and cost-effective lifecycle management of vital railway technology applications, including the new ETCS level 2 train control system used for high-speed trains travelling also through the Lötschberg base line tunnel, Thales required a central service management system. Above all, the new solution had to provide optimal process support during the implementation of service business. Following in-depth product evaluation, Thales ultimately opted for the highly flexible **evidence** solution.*

System security for railways is a serious, risky and often time-critical business. To allow for these facts Thales wanted the new solution to be customized for their very specific needs.

Challenging targets

The new solution and additional organisational measures needed to achieve the following strategic aims:

- Increase efficiency of the overall process from customer through to supplier level
- Save costs through tool-supported process management
- Present an opportunity for assessing service performance quality
- Reduce downtime (mean time to repair)
- Minimise risk through monitoring of component failure
- Provide up-to-date, consistent information to support supplementary service management processes
- Verify stored configuration data against real-time infrastructure and correct any variances
- Provide exact information on CIs and associated documentation
- Provide analyses regarding the impact of changes

- Specify potential trends to enable service optimisation

Principal requirements relating to the new solution and project partner

The new service management solution needed to provide an optimum level of standardisation and offer the potential for flexible, customised parameterisation.

Overall, the system was required to administer all relevant information in addition to master, project and service management data, including customer and supplier relationships, product and assembly ranges, price and project information, facility locations, system configurations (configuration items) and supplier warranty details on all component levels.

Processing of client error messages and orders was to be automated and traceable, with defined service management processes achieving the highest possible level of automation using the relevant workflows.

«During the evaluation of external know-how, Thales identified the following requirements which the future project partner would need to fulfil: namely, they should be receptive to the innovative and unconventional, be flexible and customer-orientated and also be situated as locally as possible.

Benefits of the evidence service management solution

- System downtimes can be correctly assessed
- Repair processes can be internally implemented more cost-effectively
- All reports present more information; ad hoc, if required
- Service managers and technicians can be assigned more flexibly
- Optimised spare parts stock thanks to transparent overview of all system components
- Capable to match the growth of Thales' service management business

Worldwide leader in rail signalling solutions

Pioneer in introducing computers in vital railway applications, Thales is positioned as a signalling specialist and shapes the signalling industry with worldwide leading positions in electronic interlocking and communications-based train control solutions (European Train Control System and Communication-Based Train Control).



We talked to
Markus Gabriel,
Manager Customer
Service Rail at
Thales Rail Signalling
Solutions Ltd, Zürich



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In addition, the partner would need to have experience in CRM and ideally would already have a tool available. Glaux Soft AG fitted the profile perfectly», explained Marco Gabriel, Customer Services Manager at Thales Rail Signalling Solutions.

Project development

«Based on the first evidence prototype adapted to meet Thales' requirements, the feasibility of the project was soon confirmed», declared Mr. Gabriel, «The subsequent detailed specification focussed largely on deviations from the standard product – namely, on Thales' process integration and reporting needs. evidence initiated an iterative and modular introduction phase closely in tune with the requirements presented by Thales, which, in turn, allowed the optimal monitoring of project development.»

Solution overview

evidence service management facilitates transparent data management and process support, while administering all the system-relevant information within the Configuration Management Data Base (CMDB). The evidence document management

system supports the administration and creation of a whole host of customer and system relevant documents. Key performance indicators on infrastructure and failures are made directly available to the management via the integral evidence reporting system.

Multitenancy and the sophisticated user-authorisation module ensure the management of several clients' data in one single solution. Connection to third party systems is possible using the standard connectors provided by evidence.

Flexible support of working processes

The diverse and, in part, extremely complex maintenance processes are supported by the evidence workflow system and are readily extendible. In relation to order processing, service managers are supported by scheduled activities. Thanks to the spare parts stock managed by evidence, they are in a position to provide end users with reliable and up-to-date details in terms of repair duration and downtimes at any given time.

the individual standard

evidence service management at Thales

