



NATIONAL RAIL ENQUIRIES

National Rail Communication Centre

“No longer do we have to make excuses for the NRCC's performance - you guys now set the benchmark for any operation. Well done!”

Chris Scoggins, CEO, National Rail Enquiries

“All in all I am extremely happy with the service you are providing, and proud to promote you to the TOCs”

Jason Durk, Head of Information Services, National Rail Enquiries

Context

National Rail Enquiries currently answers over 120 million enquiries per year through various channels. Last year saw almost 100 million enquiries through self service channels alone – including the Online Journey Planner, Live Departure Boards and TrainTracker. Despite the continuing growth of self service, the well recognised 08457 48 49 50 number remains Britain's most volatile telephone number.

At the centre of the National Rail Enquiries operation, is the National Rail Communication Centre (NRCC). The NRCC manages the dissemination of information to all of the NRE channels in real time,

As if providing information on service disruption for the whole industry wasn't enough, the NRCC also maintains a knowledgebase of data which sits behind the NRE website. This incorporates information on engineering work, products and promotions and non rail locations to name just a few. The work of the NRCC ensures that all of the NRE channels have access to comprehensive and accurate information at all times.

The Problem

Delivery of effective information, which underpins all of National Rail Enquiries' services, requires a combination of IT skills, railway knowledge and complex information management. NRE recognised the need to turn a service that just delivered information to its contact centres into one that added value through experience. To do this, the NRCC had to be transformed from a simple extension to the contact centre services into a highly skilled, proactive and efficient centre of information provision capable of servicing all of its output channels.

The Solution

National Rail Enquiries asked Transeo to bring these capabilities together into a single unit, combining rail and IT skills. NRE chose Transeo to deliver this critical service, from its centre in Doncaster, because of their extensive rail experience and systems competence and also because of the close integration with day to day operations of the railway and its information systems that Transeo can provide through its parent companies.

Transeo now operates a five year full contract to provide a complete management of the service, including, business process modelling, analysis, system architecture, system implementation and integration services.

The service provision includes:

- 24/7, 365 days per year availability;
- The collation and dissemination of train service disruption on a line-of-route basis across the whole of the UK national rail network;
- The management of individual train cancellations and alterations;
- The provision of a pro-active maintenance service ensuring information is recorded in the National Rail Enquiries knowledgebase accessed via the National Rail website and relevant bulletin systems;
- Assessment of the weekly digest of planned engineering work – highlighting discrepancies with the planned timetable, before it impacts the public;
- Expert support for the four Contact Centres;
- Co-ordination of support for stranded passengers;
- Monitoring of other information channels – e.g. Ceefax and OIS terminals at the railway stations – for consistency and accuracy;
- Management and distribution of rail related products and promotions.



System Architecture

System architecture designed by Transeo provides:

- A highly resilient infrastructure allowing continued delivery of service from another site if required;
- Access to all rail industry applications via high performance Citrix “thin client” technology;
- A highly configured implementation of the Computer Associates Service Desk toolset to manage workflow and the control and service processes.

Benefits

Key benefits delivered by Transeo in the operation of the NRCC are:

- A step change in the service performance metrics from the start of Transeo operation in January 2006;
- Achievement of the stretching target, so that all rail service disruptions are communicated to the Contact Centres, and National Rail Enquiries website within 5 minutes;
- An improved travelling experience for the public through provision of better information for journey planning and therefore fewer unexpected disruptions to travel;
- Improved handling of information about disruption and unexpected events, allowing the management of National Rail Enquiries to be better informed and justifiably proud of the service they provide to the public;
- A more accurate and timely information service for the public contributing to the improving perception of rail and the operating companies in the UK

About Transeo

Transeo is a unique alliance between Thales and EWS, bringing together the technology expertise of Thales with the experience of EWS as the largest rail operator in the UK. Transeo delivers business critical applications, IT infrastructure support and business process outsourcing solutions focused on the needs of the European transportation market.