



Customer Success Story: London Underground

Overview

London Underground Limited (LUL) was formed in 1985, but its history dates back to 1863 when it was created as the world's first underground railway. London Underground operates the Tube in London and today, is a major business with over three million passenger journeys per day, 275 stations, and more than 400 trains.

Challenge

London Underground identified a problem with its Incident Reporting process – a process that tracks any operational incident related to the physical system, tracks, stations, and trains. Incidents can range from broken down trains, to a passenger injury, or even faulty escalators – anything that impacts the service or safety of London Underground services must be reported and managed.

In the past, these incidents were recorded on paper forms and passed between relevant London Underground staff and third parties. This system was found to be inefficient with the potential for errors. In addition, this paper-based approach provided no simple visibility of all the incidents across London Underground, nor enabled the status of incidents to be quickly determined.

London Underground recognized it needed a way to improve its procedures to track and respond to all incidents more effectively, in order to maximize safety and minimize service interruptions for its passengers. From a financial perspective, it also needed a solution that would allow timely assessments of incident-related costs, in order to keep overall cost to a minimum.

Highlights

Transportation

Processes Enabled:

- Incident Reporting
- Minor Works

Customer Benefits & Results:

- Enforces collection of all information needed
- Reduces errors in filling out forms manually
- Increased employee productivity and efficiency
- Improved service performance
- Maximizing safety and minimizing service interruptions

Solution


London Underground decided to use Metastorm BPM to improve its Incident Reporting process, known internally as EIRF. Using EIRF, more than 3,000 users across LUL can submit incidents electronically. London Underground's employees enter incident details in an electronic form and depending on the type of incident – age, status and priority – it is either tracked for reporting purposes or escalated for action. Metastorm BPM manages the different types of reports and routes them accordingly.

Metastorm BPM has also been deployed to automate a process known as "minor works." London Underground's minor works process tracks and manages work requests and approvals for infrastructure upgrades on trains. Automating this process using Metastorm enables the organization to better compare price proposals and completion times. Overall, the automation helps to ensure suppliers are meeting contractual obligations set forth.

Results

The Incident Reporting system allows London Underground to collect all the information it needs for any given incident and reduces the potential for human error in filling out forms manually. Metastorm BPM is also used to notify LUL's other systems and electronically transmit information on particular incidents. This helps London Underground recover costs from other agencies involved in incidents.

The Metastorm BPM system has helped London Underground



to increase the efficiency and productivity of its Information Management department. As a result, LUL is able to process over 400 incidents per day. The new automated process enables the organization to focus on improving service performance by maximizing safety and minimizing service interruptions.

“Our electronic incident reporting process is a critical operational system within London Underground and enables us to focus on improving service performance,” stated Anthony Loraine, EIRF Project Manager, London Underground. “The system needs to be available 24x7 and Metastorm BPM gives us the ability to meet this need.”

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