







# ScotRail boosts reliability and visibility with Infor EAM in the cloud

## About the company

Abellio ScotRail started operating on April 1, 2015, with responsibility for managing 292 trains across eight different fleets in Scotland. ScotRail provides passenger train services throughout Scotland, with intercity, regional, and suburban rail services across the Scottish national rail network. Its fleets are diverse, spanning diesel units and newer electric vehicles. More than 500 workers currently staff ScotRail's fleet team.

## Facts at-a-glance

 <p>COMPANY <b>ScotRail</b></p>	 <p>HEADQUARTERS <b>Scotland</b></p>	 <p>INFOR PRODUCTS <b>Infor® EAM deployed in the cloud, Infor ION™</b></p>
 <p>INDUSTRY <b>Transit</b></p>	 <p>EMPLOYEES <b>500+</b></p>	 <p>WEB SITE <b>www.scotrail.co.uk</b></p>

## Business goals

- Implement an enterprise asset management (EAM) system to improve processes and customer service.
- Identify opportunities to reduce asset maintenance expenses with better visibility into costs.
- Manage planned and corrective fleet maintenance more efficiently.
- Meet a six-month implementation target.

“Installing an EAM system on this scale within just a few months is a tall order by any standards. Infor acted diligently, professionally and with clear expertise, helping to address challenges along the way and working with us to ensure the system delivered precisely what we needed to meet our objectives.”

**William Marshall**, Head of Engineering, ScotRail

# Infor EAM helps keep assets on track

## Improving visibility companywide

Abellio was awarded the ScotRail franchise in April 2015, with responsibility for managing 292 trains across eight different fleets—95% of Scotland's rail network. Its fleets are diverse, spanning diesel units and newer electric vehicles. This diversity of vehicles across the eight fleets represents an enormous challenge for the operator, since planned and corrective maintenance—including cleaning, fueling, repairs, and servicing—takes place across many sites. ScotRail required an EAM system capable of scaling to meet their unique business needs. Infor EAM will help the company manage planned and corrective maintenance across its fleet more efficiently, improving productivity, risk management, and reliability, while supporting ScotRail's agenda to be a leader in innovation within its industry.

## Better compliance and more cost-effective operations

Infor EAM is expected to help ScotRail improve compliance with strict safety, legislative, competency, training, and International Organization for Standardisation (ISO) requirements. Additionally, because EAM is deployed on a subscription basis in the cloud, it converts what was once a capital expenditure to an operating cost. The addition of Infor's purpose-built middleware, Infor ION, was fundamental in ensuring smooth integration and maximum visibility across the rail operator's critical systems. Prior to April 2015, ScotRail was using a system from SAP, but replaced it with Infor EAM in the cloud, along with Infor ION, to take advantage of industry-leading functionality that was also more cost-effective. Abellio's confidence in the solution was based on the success of Infor solutions implemented in their other franchises.

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Now that we are live, we are able to make much better, faster decisions, boosting efficiency and reliability across our fleet. And through Infor EAM, we feel that we are well placed to pursue our objective to be one of the most innovative organizations in our industry.”

**William Marshall**, Head of Engineering, ScotRail



# Innovative business meets innovative EAM

## Meeting a key implementation success factor

Infor's ability to deploy EAM in less than six months, something that was achievable was key to its selection. The speed of deployment was based on Infor's understanding of the transit industry and of ScotRail's business processes. Mobile access via tablets was important for supporting real-time asset management in the field, and the application's interface and intuitiveness were deemed vital for engaging the large staff that would be using the system. Finally, flexibility and the ability to customise aspects of the solution helped ensure that the application met the organization's needs.

## Business outcomes



Implemented Infor EAM on a subscription basis in the cloud to transition capital expenditures to operational expenses.



Bolstered visibility companywide through integration of data across key systems.



Boosted productivity by improving planned and corrective maintenance processes across its fleet.