

SNCF Group



About the company.

The SNCF Group is France's biggest transport group after Air France-KLM, and the fourth largest group in Europe after Deutsche Post, Die Bahn, and Air France-KLM. SNCF employs 238,000 people grouped around four enterprise divisions: Freight, France Europe Travellers, Public Transport, and Infrastructure. Infrastructure, which accounts for more than one third of employees and over 60 professional fields, maintains and manages the network while also proactively developing it. SNCF has 59 specialised departments and can call on the skills of 24,500 staff members, engineers, and technicians who monitor, maintain, and adapt its own engineering assets as well as those of its customers. Among those assets are 30,990 kilometres of railway track, including 14,462 kilometres of electrified line—of which 1,540 kilometres are high-speed. Assets also include 5,008 locomotives, 7,586 cars, 365 TGV trains, 1,834 self-propelled vehicles, and 47,680 carriages.

“ The strategy of the Information and Telecommunication Systems department is focussed on our determination to offer our internal clients reliable expert centres of excellence built around solutions like the one offered by Infor. ”

GUILLAUME ARNOLD, IT MANAGER,
INFOR EAM PROJECT AT SNCF



Setting the strategy.

After the Production and Commerce divisions, Maintenance is one of the main areas of SNCF's operations. This division maintains rolling stock, the railway infrastructure, stations and station equipment, other buildings (signal boxes, workshops, and offices), and plant and tooling. At the heart of this vast area of operation is an array of complex challenges relating to the management of traffic, movement of rolling stock across the whole territory, multiple specialisations, security constraints, a large stock of owned assets, and a multitude of different stakeholders.

In 2004, this led SNCF's Information and Telecommunications department to choose the Infor™ EAM (enterprise asset management) solution to manage the repairs and preventive maintenance of workshop plant and equipment (for example, lifting systems, revolving bridges, pit jacks, painting booths, compressors, and ladders). This first project, named EAM Tooling, was so successful that over the years it led to the development of other projects involving Infor.

According to Guillaume Arnold, IT manager for the Infor EAM project at SNCF, "The aim of the EAM application is to optimise the cost of keeping the company's assets—property, machines, plant, and machinery—in good working order. In order to do this, we needed to identify these assets, manage events, implement a preventive maintenance plan, and monitor costs."

Getting business specific.

Working with Infor's teams, the SNCF Information and Telecommunications department has developed strong skills around the Infor EAM Enterprise Edition solution (previously known as Datastream 7i). Since 2004, and following the EAM Tooling project, the department has successively established a series of dedicated applications, in particular for:

- Managing Transilien validation equipment maintenance (EAM Validation)
- Managing incidents on Transilien station equipment (GMS Assistance)
- Maintaining buildings managed by the Buildings and Energy Agencies (EAM ABE)

facts at a glance:

> company	SNCF Group
> solution	Infor EAM
> product	Infor EAM Enterprise Edition
> platform	N/A
> database	N/A
> industry	Transportation
> revenue	23.7 billion €
> employees	238,000
> country	France

Infor EAM Enterprise Edition is made up of an advanced and integrated suite of modules that allow companies to manage their equipment proactively, along with information and maintenance activities relating to such equipment. Based on a web architecture, Infor EAM Enterprise Edition combines the best equipment management modules on the market, completely new features for improving operations and performance, and advanced modules that guarantee the best possible fit with the client's requirements.

According to Arnold, "Even though the job of configuring the software package for the various projects was carried out without any major problems, we underestimated the work needed to implement the change and migrate the data. In fact, as the different applications are intended for staff in the field, we had to convince them of the benefits of these applications, showing them what they could actually contribute. A considerable amount of training and user support had to be provided."

Seeing results.

EAM Tooling

Before 2003, tooling valued at over 3,000 € was listed in a large-systems application for tax purposes. Establishments used various local applications to carry out EAM. Since the centralised EAM Tooling application came into operation, a great number of updates have taken place: 8,064 items of equipment have been withdrawn,

amounting to 38 M€, and 921 items of equipment have been transferred from one site to another, amounting to 23 M€. These withdrawals and transfers have allowed the optimal use of tooling equipment, resulting in substantial savings in skilled labour charges. To date, 17 workshops are active and 23 are yet to be deployed.

EAM Validation

The SNCF Transilien Service Centre (CST) had developed an access application relating to maintenance of the equipment used to validate Transilien tickets. Following the acquisition of 1,500 new-generation automatic ticket control (ATC) systems and 850 teleticketing validation points, this application reached its limit in terms of access, performance, scale, robustness, and functions. A new application, developed on the basis of Infor EAM Enterprise Edition, allows all 11 users who have access to the system to send service requests, receive service reports, and manage contracts (bonus/penalty calculation and billing).

GMS Assistance

This application allows the ATC Call Centre to monitor incidents affecting equipment in Ile-de-France stations judged to be of high priority, estimated at around 8,000 in total (escalators, lifts, electronic information panels, and video-surveillance cameras). Other lower-priority equipment—shelters, ticket-stamping machines, clocks, benches, and lighting—is managed by 8 call centres located in each centre of the Paris region.

EAM ABE

This project was developed for the Infrastructure Department, which includes the Building and Energy Agencies (ABEs). The project allows ABEs to manage the repair and preventive maintenance of buildings and equipment under their control. Following deployment of an initial version of the application at the ABE pilot site at Paris Est, 14 more have been entered into the system. The objective is to eventually allow all 23 ABEs to use the application.

Doing business better.

A survey of internal clients on the EAM Tooling project has shown that 91% of users are satisfied with Infor EAM Enterprise Edition. Each site contributes its own building block as deployments take place, enriching the solution's functions.

“Our strategy is focussed on our determination to offer our internal clients reliable expert centres of excellence built around solutions like the one offered by Infor,” concludes Arnold. “Despite the limitations that are inherent to all software packages, Infor EAM is a modular and adaptable software that has allowed us to carry out some very good projects, all very different from one another in terms of professional content and implementation methods. By creating an Infor EAM centre of excellence, we have been able to share resources—human resources and hardware—with the most difficult task being to develop the data and manage change.”

About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become the third largest provider of business software. For additional information, visit www.infor.com.

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