

Automated Incident Registration System for Rail Operator

A small team of two business engineers from Mendix partner Capgemini used the Mendix App Platform to build a new incident registration system in just 8 weeks for rail operator NS Hispeed. The Mendix application integrates with an external Traffic Management System and improves incident processing, reporting and analysis.

- Incident registration business process streamlined and automated.
- Integration with external Traffic Management System.
- Built-in reporting for incident registration and performance metrics.

Challenge

NS Hispeed's Product Control Department is responsible for managing any disruptions to the train's schedule and registering them in an incident registration system. The current standalone system was manually operated and error-prone. With limited incident report criteria, the system did not provide sufficient detail of each incident. These issues resulted in subpar reporting and performance analytics and made it difficult to determine steps to improve the process.

Highlights

- Mendix application delivered within 8 weeks by 2 business engineers
- Integration with external Traffic Management System executed in 4 days

Mendix App

- Automates complex workflow and processes for incident registration and reporting
- Integration with Traffic Management System and central data warehouse
- Secure and scalable solution offers adaptability to future requirements

Implementation Partner



Company

- High-speed train operator

“ *This project was an experiment for us. The Mendix App Platform proved to be very successful and enabled us to deliver a complex application fast - we like things fast and on time here.* **”**

Pascal Reijnders
Business Information Manager

In order to analyze trends and measure performance accurately, the rail operator would need correct, detailed, and timely information. In an ongoing effort to improve the efficiency of the incident reporting process and improve customer satisfaction, a new incident reporting application became a high priority for the organization. NS Hispeed needed the new system to be up and running within 6 months of their initial Request for Proposal.

Solution

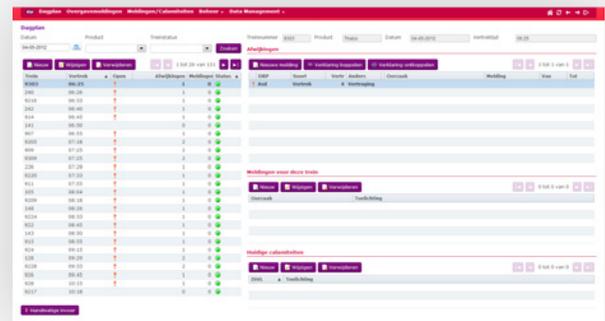
NS Hispeed selected the Mendix App Platform and Capgemini following an extensive selection and proof-of-concept process...

A small team of two business engineers built the first version of the new incident registration system in just two months. At the same time they integrated it with an external Traffic Management System, provided by ProRail, a government organization that maintains the national railway network infrastructure. Integration with the new Incident Registration System exposes key traffic information from ProRail to NS Hispeed's data warehouse. Employees are now able to efficiently and accurately report incidents and disruptions to train traffic in a user friendly way. And managers at NS Hispeed can analyze incident information, performance metrics and trends.

Results

It took the small team of two Capgemini consultants only 8 weeks to build the application with the Mendix App Platform including integration with other systems and complex business logic containing over

400 function points. The result is an automated, user-friendly workflow for incident registration along with reporting and analytics for improved management visibility. The team is also counting in the inherent flexibility of the Mendix App Platform to continuously modify and adapt the application as requirements evolve. Based on the results and speed of delivery NS Hispeed is already considering additional projects using the same approach and the Mendix App Platform.



About NS Hispeed

NS Hispeed is the company behind the high-speed train in the Netherlands. A modern, ambitious company with a revolutionary product: a rapid, comfortable and reliable form of transport for business travelers, leisure travelers and commuters. NS Hispeed offers national and international high-speed connections, and participates in various joint ventures. These collaborations make it possible to offer an ever-growing number of high-speed train connections.

About Mendix

Mendix is the app platform company for the enterprise. We enable companies to build, integrate and deploy web and mobile applications faster and with better results, effectively driving ROI in days not months. Learn more, join our user community and get started for free at now.mendix.com.

agile. social. mobile. **now.**

Trusted by Industry Leaders Worldwide



genzyme

Initial

