



Alstom Transport

Alstom is a major supplier to the UK energy and rail transport industries with businesses in nearly 50 UK locations.

The Problem

"We operate a 24x7 underground railway, so needed a rapid and dependable way of communicating with our managers in the Metrocare Team. Delays in notifying of train availability, fleet performance, disruptions or incidents on the line, add costs to our business and could adversely impact the required high levels of service".

The Business Issues

2sms worked with Alstom to establish how to:

- Increase productivity by use of integrated PC to mobile SMS technology.
- Increase speed of communication from one to many recipients simultaneously.
- Deliver cost savings when compared with voice communication.
- Remove repetitive non added value tasks.
- Obtain real time notification that SMS alerts are successfully delivered.

The 2sms Approach

"We needed a simple to use and reliable service. We have service level agreements that we comply with and timely communication is key to that. We wanted to eliminate managers calling up the RST (Rolling Stock Technicians) for service information and distracting them from their role. 2sms understood our need for 100% reliability at two key times (07.00 and 17.00 hours) every day, when our service alerts are sent out."

How do 2sms do it?

We allow customers to try before they buy at no cost.

We offer web access or complimentary software such as Excel, Outlook and Lotus Notes.

We ensure 24x7 technical, customer care and sales support on Free Phone numbers.

We work closely with the client to understand application needs.

There are NO software licences, no consultants need call, no extra hardware is needed.

Customer Comments

"The system was very easy to set up, as was setting up the payment account for credits (block of messages). All my RST's (Rolling Stock Technicians) use the PC service, they all find sending messages to individuals or groups very straight forward. The distribution time on a regular basis is very quick, literally within seconds of sending a message all managers receive the information. The flexibility of the system to log on from any PC is also a great benefit, as is does not restrict you to any one PC location, remote access from home is also available".

