CASE STUDY [TRANSPORT]

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Transdev Auckland

Operating the rail service on behalf of Auckland Transport, Transdev employs about 580 staff across its head office and operations team, including platform supervisors, train drivers and ticket inspectors.

Business Benefits

ISO compliance to five standards in less than one year

Easy ways to log health and safety issues and report hazards

A transparent, efficient auditing process

Customized forms to suit the business' needs

Enhanced staff and customer experiences

Transdev – a safe, reliable service.

Each week thousands of Aucklanders rely on Transdev to get them safely and efficiently around the city's passenger rail network. More than 19 million passenger journeys are taken along the 96km long rail network each year, and as with any large company, there's a myriad of policies to ensure staff and customer safety as well as plenty of projects on the go. So it's imperative that the company's processes and systems are seamless.

Transdev needed an integrated, easy-to-use process management system that could be customized to suit its purposes and keep everything transparent. That's why the company decided to invest in a new fit-for-purpose system with a particular focus on risk management.

At the time, senior management had given the Transdev Auckland team a directive to achieve certification of five international standards within a one-year time frame. Transdev seized this as an opportunity to roll out Promapp and increase their focus on improving operations.

They exceeded their own expectations when they achieved the five standards, which made them the best certified company in the whole Transdev group internationally.

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‘We’re now able to start drilling down, looking for root causes and seeing if we can identify trends. This really helps with our analysis and leads to better outcomes for both staff and customers.’

Safety first.

Transdev’s credo is ‘Uncompromising Safety’ and this motto underlines all its activities, whether on the front line or in its offices. Promapp is helping the Transdev team make significant changes to health and safety processes within the busy company.

Risk and Promapp advisor Martina McVey joined the company just as Promapp was introduced. While she didn’t work under the old system, Martina says it was messy, clunky and not monitored.

‘The tools have made it easier for our team to log any health and safety issues and report hazards,’ Martina explains. ‘We needed a system that would help make operations run smoothly and Promapp delivered this.’

Everyone on the same page.

When it comes to projects, Martina says the software is playing a key part in helping to streamline processes, including teams across the business, and making sure everyone is on the same page.

The Transdev communications team contributed to staff engagement with their user-friendly Promapp guides and marketing collateral. These guides aided staff buy-in and helped teams to understand the value of the tool.

Transdev is also using the intuitive tool to track projects, and Martina likes that the system lets them restrict who views various documents and details, set editing access, assign and notify people about tasks, attach evidence and images, and customize forms to suit their needs.

Feedback from teams throughout the business has been positive. Martina notes that more and more people are asking to use Promapp.

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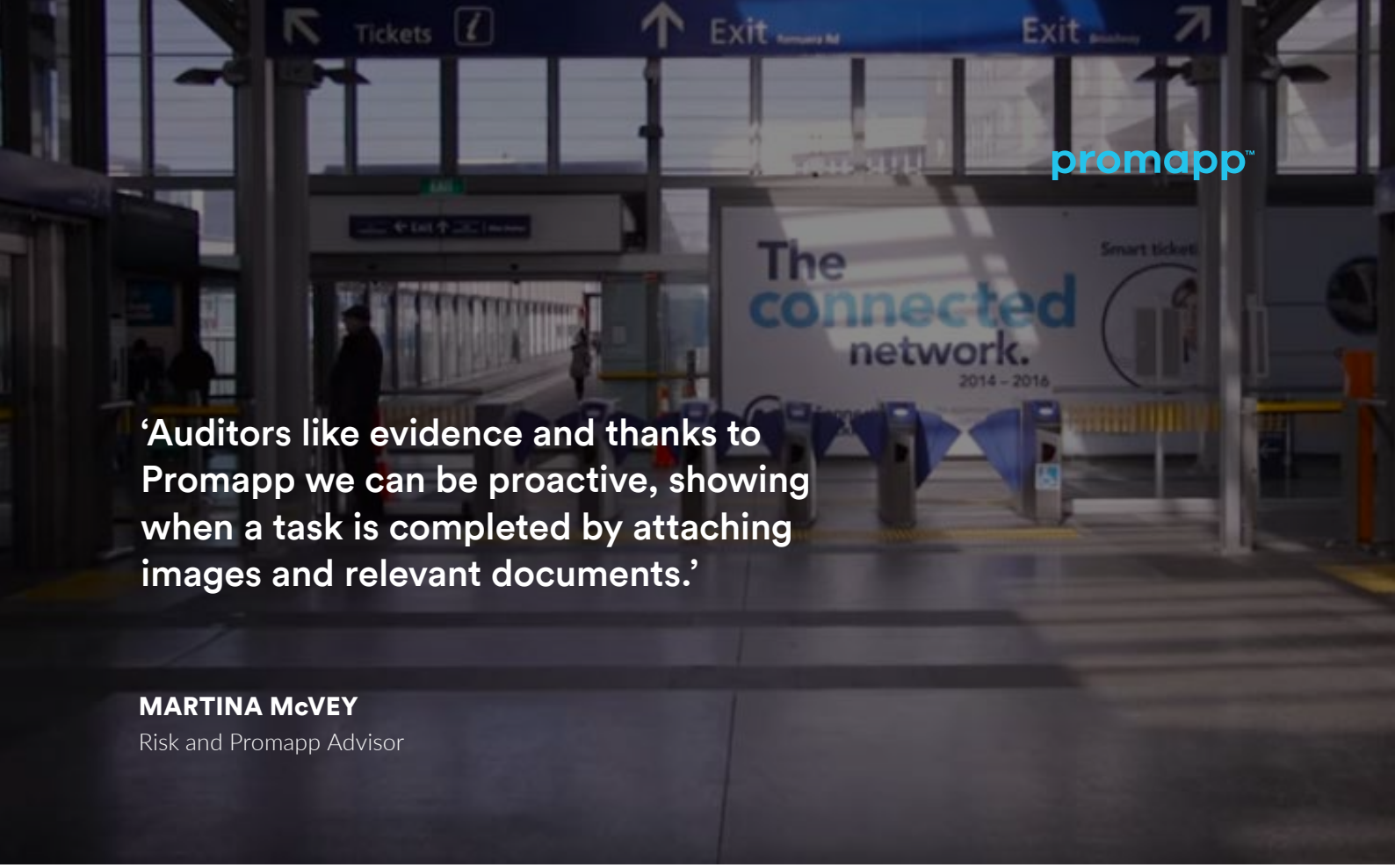

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‘Auditors like evidence and thanks to Promapp we can be proactive, showing when a task is completed by attaching images and relevant documents.’

MARTINA McVEY
Risk and Promapp Advisor

A+ for audits.

Another positive side-effect is the transparency Promapp delivers, which helps with the internal auditing program and in turn, with external audits.

Ease of use is important.

While Transdev is only just starting to use the risk add-on, Martina can already see the benefits, especially in its transparency with ownership of projects and tasks.

Martina says the new software has also helped encourage people to map more processes and, as a result, a number of procedures are now much simpler. She points to examples like booking company car parks or travel, ordering uniforms, completing leave forms, or finding the company’s drug and alcohol policy – all of which are far easier with Promapp.

‘Previously, it took a lot more time, effort and paperwork to get these things sorted. Now everything’s mapped out and people find it a much simpler system to use, which means both cost and time efficiencies for Transdev Auckland.’

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About Promapp

At Promapp, we believe that expressing and managing process knowledge simply is crucial to sustaining an ongoing culture of process improvement. With Promapp's intuitive cloud-based BPM software, used by hundreds of organizations worldwide, anyone can create, navigate and change business processes.

Sign up for a 30-day free trial or join an intro webinar to see Promapp in action.

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