

Dutch Railways

Railpocket

An innovative mobile enterprise solution



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Railway travel in the Netherlands

- 3500 kilometers of rail tracks
- 380 train stations with > 150 with retail activities
- 400 trains per day
- 5200 train journeys per day
- Punctuality 93 % (< 5 min)
- “Night-network” with 24 hours a day operation



Our customers

- 9 M customers (62% of the Netherlands population)
- 1.5 M season ticket holders

- > 1 M journeys per day
- 75% journeys without transfer



- Average travel time of 38 minutes
- Quiet coach most popular (1st & 2nd class)
- Customer satisfaction 78% over 7



Our staff

10,000 staff in a customer facing role



Conductors



Train drivers



Service & security



Daily shifts

- Shift rotas are planned from 26 stations throughout the country.
- Staff start and end their shift at the same station.
- Depending on the role, staff rotas are planned around a specific train, station or geographical area.



Support for excellent customer service

- Uniform
- Cap or hat
- Torch
- Whistle
- Ticket punch
- Trunk radio
- And.....the Railpocket



Railpocket

- 12 years ago a PDA was introduced, containing our staff handbook and all our procedures. It replaced 12 kilograms of paper which staff carried with them every day while on shift..

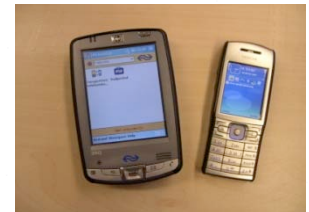


- This was the first step towards supporting our front-line processes using electronic tools.



Railpocket evolution

- 1996 Static information only
- 1999 Online information via SMS on mobile phone
- 2003 Online functionality via WiFi and GPRS on PDA
- 2007 Integration of the chipcard reader

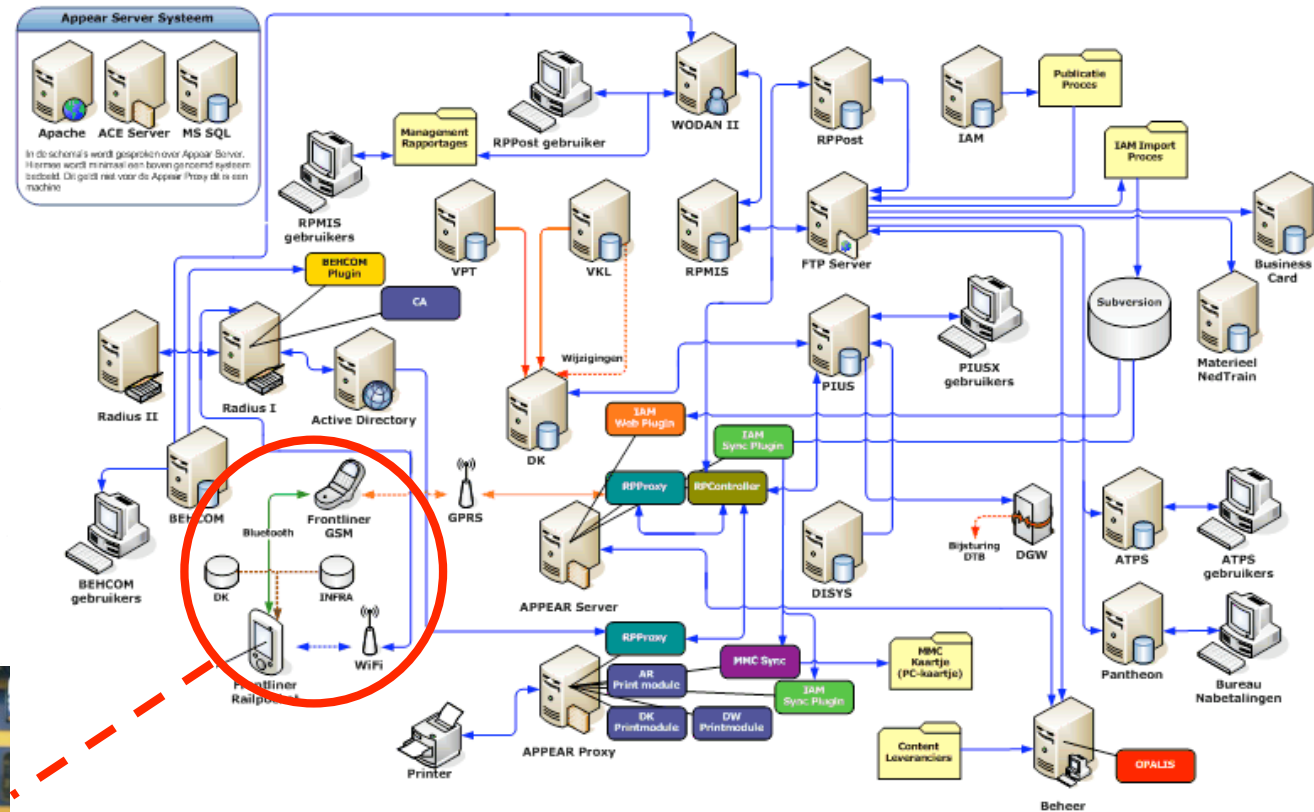


Railpocket today

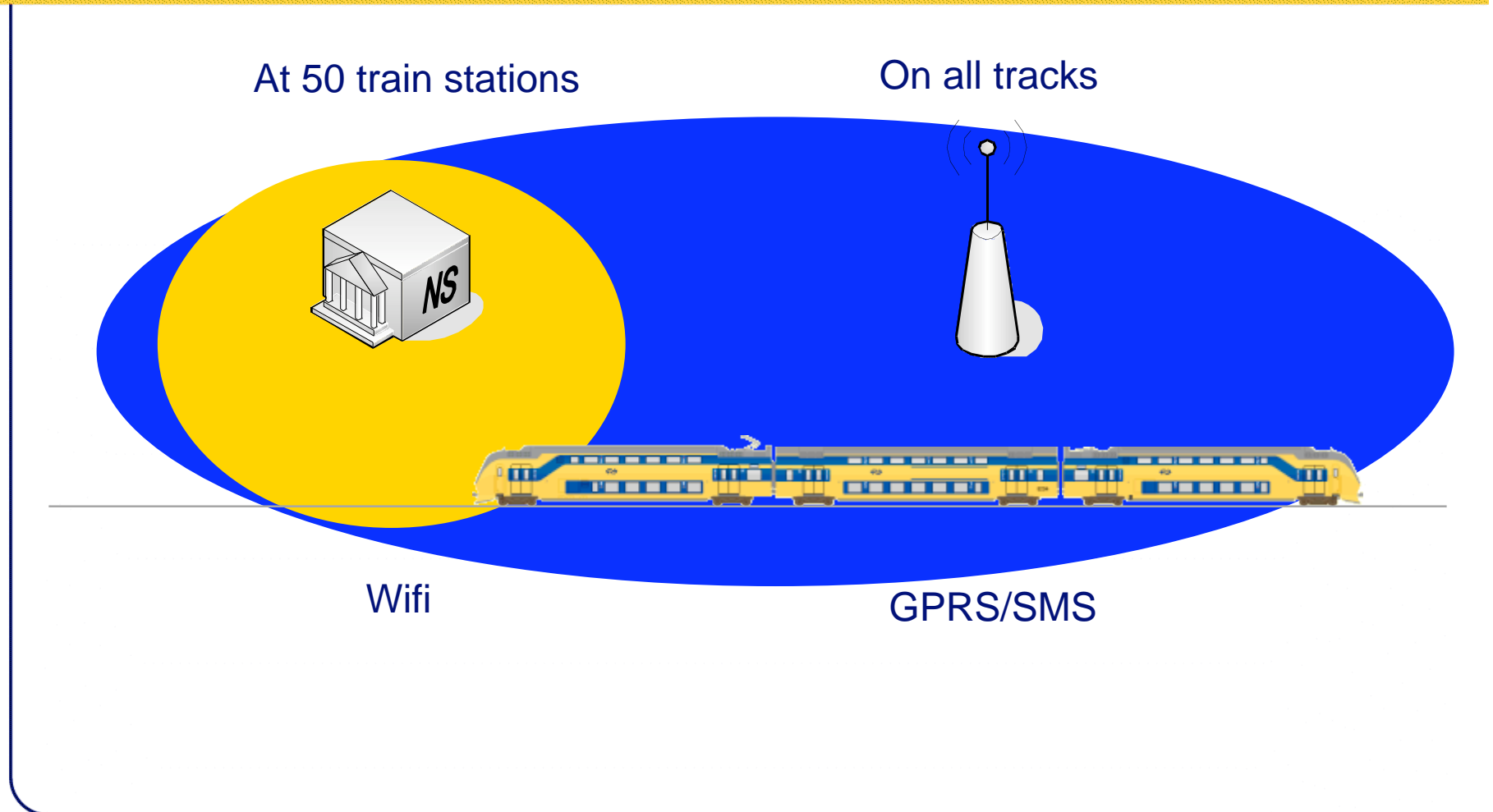
- Today the Railpocket has grown into a mission critical tool, which is essential for the job.
- Not only is it a state-of-the-art PDA and mobile phone, it also forms part of a complex enterprise solution covering the whole country.
- Front and back office functions are linked through a wireless connection to share real-time information.
- Anywhere and anytime.



A complex back-office infrastructure



Data communication during the shift



Features



- Shift rosters, including check in and check out
- Shift preparation (management and safety information)
- Ticket control (black list, card reader)
- Sales registration
- Train inspection (fault and cleaning reports)
- Planning and logistics (passenger count reports)
- Travel information (journey planner, information on delays, station facilities and local events)
- Dynamic train driver information



Factors in the success of the Railpocket

- **Efficient internal processes (time, accurate information and money)**
- **All staff receive the same (essential) information directly**
- **Up-to-date travel information for our customers.**



Experience in the field

- **Hardware platform based on two BT coupled devices**
 - Twin battery sourcing principle safeguards operation throughout shift
 - Large display screen on the PDA
 - PDA and mobile phone have no breakable or moving parts
- **Three year service life.**
- **One type of hardware in the field for entire service life.**
- **Office equipment, not ruggedised.**
- **High involvement of end-users during selection process.**
- **In-house service and logistics process with 30 service desks to ensure maximum availability of the Railpocket equipment.**



Railpocket in a nutshell

- One of the largest and most complex mobile PDA solutions in the world.
- Mission critical.
- 10,000 mobile users throughout the country.
- 12 years of experience of use by staff on the move
- 4 generations of Railpocket evolution.
- Static and real-time functionality
- Today the next generation is being developed to meet the customer and end-user needs of tomorrow



Railpocket “The Movie”

