



A More Manageable and Accessible Line Information Service

The 'Line Information Service' provides LUL staff with audio messages relating to its infrastructure and service status across the entire LUL network.

TeleWare became involved in a project to make this key information easier to maintain and more accessible to staff in order to empower and support them in delivering an enhanced service to passengers. To achieve this goal, the Line Information Service was migrated to a TeleWare communications platform. The platform was integrated with the existing LUL voice network and incorporates IVR (Interactive Voice Response) capabilities. TeleWare was chosen because of its flexibility of applications, ease of use, open standards approach and speed of response to London Underground's specific requests.

London Underground staff are now able to dial into the TeleWare system from any LUL phone and are instantly able to hear the latest status report for a specific line – chosen by using their telephone keypad to respond to voice menus.

Service announcements are automatically time stamped and are updated by the key LUL Control Centres when an incident occurs, or revalidated with a new timestamp at regular periods where no further changes have occurred. The ability to complete announcement updates by editing a message block, rather than having to re-record the full message string each time, saves valuable time and assists in providing an accurate up-to-date service whilst controlling operational overheads.

TeleWare Case Study

The London Underground Telecommunications Network serves all parts of the London Underground Railway Network, providing reliable and effective communications facilities for both business and operational requirements.

Background

London Underground Limited was formed in 1985, but its history dates back to 1863 when the world's first underground railway opened in London.

Today, London Underground is a major business, with over 3 million passenger journeys a day, some 500 peak trains, 253 stations owned (275 served), over 12,000 staff and vast engineering assets.



One-to-Many Telephone Messaging Service

Within LUL, another TeleWare solution was deployed to improve the dissemination of real-time operational information from each Service Control Room to underground stations, especially during times of service disruption.

Traditionally, this information was passed on verbally between staff members and cascaded across job functions. The dependence on individuals' responses and their perception of the importance of what they heard often hindered the rapid dissemination of key information to staff and, in turn, to LUL's customers.

After a simple upgrade to LUL's existing TeleWare platform, a 'One-to-Many' telephone messaging service was successfully deployed. Messages can be recorded and immediately distributed to all stations on a selected distribution list.

An initial trial was conducted on the Bakerloo Line during late 2004 and showed that messages could be disseminated to all 48 stations within two minutes, whereas previous methods had taken around 15 minutes, tying up personnel and phone lines during this time. Operational use reduced that time further to around 40 seconds and the service was rolled out to all LUL lines between May and August 2005.

Scalable Applications Platform

TeleWare's IVR and Messaging application offered London Underground the ability to design bespoke solutions simply and efficiently, eliminating the need to employ specialists for moves and changes from their current service provider. This was achieved using TeleWare's intelligent Applications Builder suite of easy-to-use visual authoring tools and Web Admin applications.

The Solution offers:

- 99.999% availability utilising distributed hardware for disaster recovery.
- Quicker implementation of call flow.
- Reliable reminder service for track announcements.
- Message distribution to teams ('One-to-Many' / Broadcasting).
- Escalation if messages are not listened to.
- Management Statistics to monitor key performance indicators.

www.teleware.com

Headquarters/Registered Office

TeleWare plc

TeleWare House, York Road, Thirsk,
North Yorkshire, YO7 3BX, UK

T: +44 (0) 1845 526830 F: +44 (0) 1845 522165

E: enquiry@teleware.com

Asia Pacific Regional Sales Office

TeleWare Australia

Level 40, 140 William Street
Melbourne, VIC 3000, Australia

T: +61 3 9607 8490 F: +61 3 9607 8282

