



31MM passenger journeys daily

4,500 industrial assets managed

50% monitoring increase projected



Transport for London

INDUSTRY

Transportation

CHALLENGE

Modernize the London Underground with technologies to facilitate commuter journeys in the digital economy.

SOLUTION

BMC Digital Workplace, Remedy Service Management, and BMC Atrium CMDB deliver automation and mobility, enabling TfL to increase efficiency and reduce costs.

Transport for London enables better service for London Underground customers with mobile workforce solutions

BUSINESS CHALLENGE

Transport for London (TfL) runs London's public transport system, including the Underground, above-ground trains, buses, taxis, trams, and boats. To modernize the underground, in 2015 TfL launched the Fit-for-Future Stations project, which applies leading-edge technologies to automate processes, support electronic payments, and keep passenger-operated devices running smoothly. The project focuses on greater mobility for the station staff so they can come out from behind the ticket windows and spend their time in the concourse. Armed with mobile devices, they are continuing to handle their traditional responsibilities while also being available to answer customer questions and solve transport issues.

BMC SOLUTION

TfL agents use BMC Digital Workplace to receive notifications when passenger-operated devices need servicing. Remedy Service Management and the BMC Atrium Configuration Management Database (CMDB) manage incidents and relay alerts and notifications to the appropriate people.

BUSINESS IMPACT

The BMC solutions are improving productivity by enabling agents to spend their time in the concourse where they can take care of routine tasks more quickly while also improving the customer experience.

- **Mobile alerts and notifications for 4,500 ticket vending machines, turnstiles, gates, and other devices** accelerate the handling of tasks such as replenishing ticket stock and fixing jams.
- BMC Digital Workplace will easily **scale to support an expected 50% increase in devices monitored** as TfL expands the Fit-for-Future model to other transport systems.
- Cost savings and the ability to generate new revenues are positioning TfL for its transition to self funding, which will occur within two years.

"Mobility has freed up the space we used in the past for ticket booths," says Andy Pusey, application service delivery manager. "We're now generating revenue by leasing out that space for commercial use, such as coffee shops, boutiques, and newsstands."

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

BMC – Bring IT to Life