



**Technology Change Management Case study**

KEY DELIVERABLES:

- Guiding development for a system to guide rail defects
- Train a staff of 1100 maintenance staff
- Retire legacy systems
- Integrate with Network Rail's work management application Ellipse

**KEY BUSINESS CHALLENGES:**

- Deliver within a 12 month deadline
- Maintenance community unfamiliar with I.T. systems
- Geographically dispersed groups local solutions had to be streamlined

**BUSINESS OVERVIEW:**

**Network Rail** is a private limited company, formed to **manage and revitalise** Britain's railways. **The Track Renewals** department within **Network Rail** is responsible for the renewal of **Britain's rail infrastructure** - tracks, switches and crossings.

**THE SOLUTION:**

Rail defect management system developed and integrated within 12 months  
 Used rapid prototype development  
 Streamlined rail defect management process  
 7 legacy systems mapped to Rail Defect Management System allowing these to be retired giving one data source to report from and reducing I.T. support requirements

