Bombardier takes bogie service execution performance to the next level

In 2014 Bombardier Transportation decided to further improve its service execution by implementing an intelligent repair and overhaul management software. The target was to increase efficiency and transparency in the overall service process.

CLARIS Solutions accepted the task to develop a new product helping the service organization to improve their component repair and overhaul management workflow.

The software named **CLARIS® WORKSHOP** was primarily designed to deliver a high transparency level that especially helps to recognize incidents and errors in the service workshop more effectively.

CLARIS Solutions

The name CLARIS® is an abbreviation of **Client Adapted Railway Intelligent System** and is known for many years of expertise in the field of software development for railway undertakings.

Significant impact on working efficiency

With functionality covering the entire repair and overhaul workflow, CLARIS Solutions in collaboration with the customer's service center team enabled its client to improve overall throughput times by a stable and more transparent process structure.

Core business processes have become much more efficient under the implemented paperless process execution. Working activities now proceed faster by using one unified web-based platform where all involved working functions share and access all project information in real-time.

Transparency increase on all project levels

Information from all service workshop areas needed for appropriate project monitoring is now available right after connecting with the software. In addition quality reports are generated much faster by the use of real-time documentation tools directly at respective working places.

Process and especially material status availability have led to a high increase of working efficiency at Bombardier Bogie-Service in Siegen. Significantly more project tasks can be processes in shorter time with the existing resources.

CLARIS® *WORKSHOP*

✓ Unified software for all repair and overhaul processes

✓ Standardized database for various types of vehicle components

✓ Service-oriented architecture enables modifications to user interfaces, workflows , processes and reports
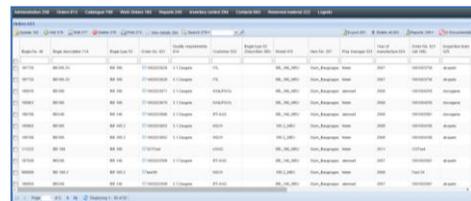
Creating additional value for customers

Thorsten Linke, Head of Bombardier Bogie Services Execution & Sales stated that after the new repair and overhaul management software was introduced, customers were impressed by the increased capacity utilization and the new service transparency offered within the project.

He added: "This shows to me, that we not only have a software that helps us to work more efficiently but also a strong selling point to our customers".