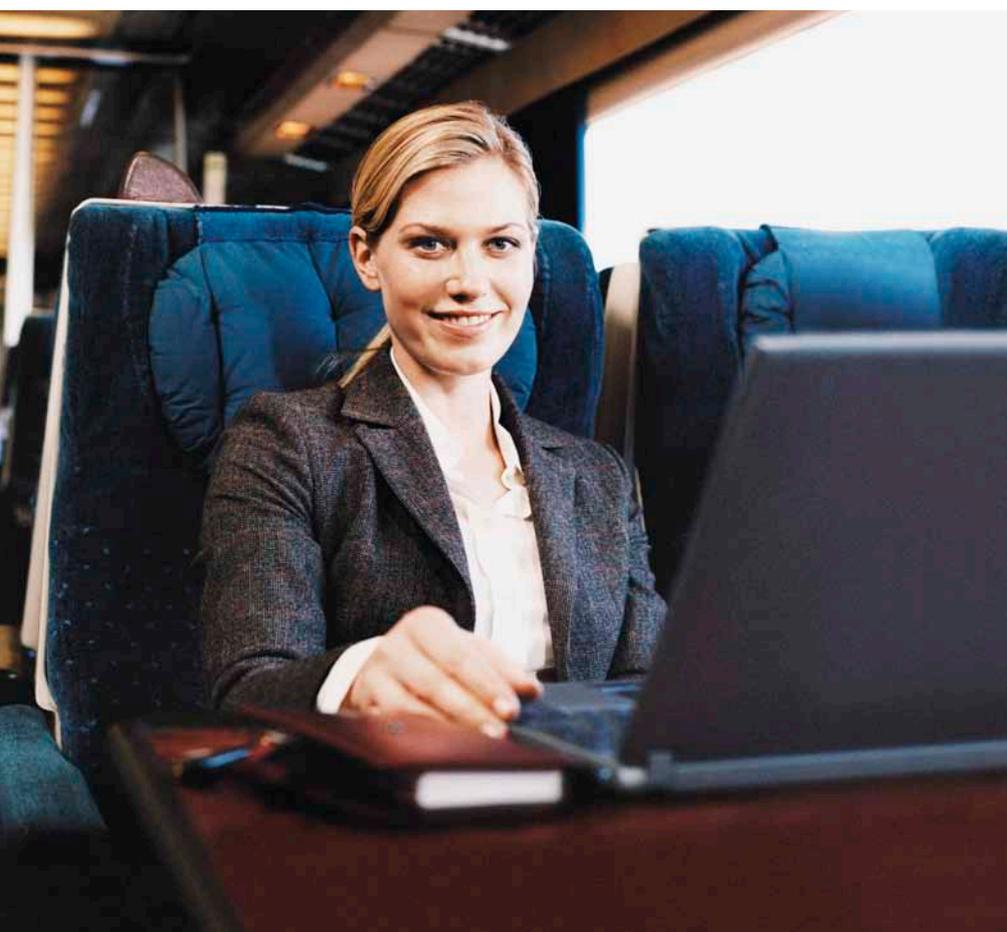




Rail operator arrives at platform for better appliance management

Main rail operator in Switzerland increases driver productivity and reduces costs for managing client devices in trains by CHF 2 million a year



“We estimate that the Dell KACE K1000 Management Appliance is helping us save more than CHF 2 million a year. Our total cost of ownership is now CHF 900,000 annually.”

Heinz Hoffmann, Head of IT, SBB Informatik

Customer profile



Company	SBB Cargo
Industry	Transportation
Country	Switzerland
Employees	3,300
Website	www.sbbcargo.com

Business need

SBB Cargo wanted to increase train driver productivity by digitising documents with online devices. It also wanted to lower costs by managing in-house the devices used by train drivers.

Solution

The company worked with Dell to deploy the Dell KACE™ K1000 Management Appliances and Dell™ Latitude™ netbooks to meet its goals.

Benefits

- SBB Cargo reduces costs by CHF 2 million (€1.7 million) a year
- IT gains in-depth reports at least 70 per cent faster
- The firm saves around CHF 360,000 with single pricing
- Employees increase productivity by around 4 per cent
- SBB Cargo lowers costs and invests more in the IT network

Solution areas

- Deployment Services
- End User Computing
- Mobility
- System Management

Switzerland has one of the world's busiest rail networks. The percentage of the population that use trains every day is more than in any other country, and large numbers of businesses rely on the network to transport their goods. SBB Cargo – a division of the SBB Group, the country's major rail operator – plays a central role in transporting those goods.

Railways in Switzerland are well known for their efficiency. But it's a constant challenge to make sure the trains operate on time and that administration is well run. As a result, SBB Cargo was keen to digitise more of its processes, particularly the operations of its train drivers. The company had already introduced some level of IT into train cabins, but the drivers still used many paper-based reports and schedules. A second device was another step on the way to a paperless cabin.

Heinz Hoffmann, Head of IT at SBB Informatik, a division of SBB Cargo, says: "Technology had moved on and we knew it was possible to find a solution that was less expensive to manage and enabled drivers to receive documents digitally via internet-connected devices."

Customer finds single IT provider for total solution

SBB Cargo looked at a number of possible solutions from various IT solution providers. The company's first thoughts were to select a supplier for the devices and a supplier for the software to manage the devices remotely. "Prices varied greatly between providers, but with Dell we gained a single solution featuring devices and software management that was more cost effective than all the rest," says Hoffmann, who was also the project team leader. However, it wasn't just the value of the solution that sold SBB Cargo on Dell, but also the support services. SBB Cargo wanted to run its own ODI application on the devices for live updates on train schedules and reports. Although the program was technically complex, Dell offered to work closely with the ODI's developer to deliver

the project. "We chose Dell because it provided us with a total solution, including systems and services," says Hoffmann.

IT receives responsive support to choose management appliance

SBB Cargo found the right systems management technology to simplify device administration with the Dell KACE K1000 Management Appliance. The organisation chose the solution after a series of meetings and a demonstration by the Dell KACE team in Switzerland. The team held a workshop with SBB Cargo IT personnel to discuss the Dell KACE technology in detail and downloaded the Dell KACE test software onto SBB Cargo devices to highlight its ease of use. "We gained a great insight into the features and simplicity of the Dell KACE K1000 Management Appliance from the Dell KACE team. We could see that the Dell KACE solution would make software administration simple and reduce our costs," says Hoffmann.

Business gains ruggedised netbooks to meet work demands

According to SBB Cargo, selecting the train cabin device was a straightforward process because of the wide range

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*Heinz Hoffmann, Head of IT,
SBB Informatik*

Technology in practice

Solutions

Dell KACE™ K1000
Management Appliance

Hardware

Dell™ Latitude™ 2120 netbooks
with Intel® Atom™ N550 Dual
Core processors

of Dell solutions for different work environments. The organisation wanted a small device that was robust enough to withstand demanding working conditions. In addition, it didn't want the screens to reflect light since this could affect visibility when train drivers worked at night and their cabins were lit. "We immediately liked the feel of the Dell Latitude 2120 netbooks with Intel® Atom™ processors because of their small, ruggedised construction," says Hoffmann. "They were the right size to meet the confined space of our cabins and offered the performance to support our software."

Employees increase productivity by around 4 per cent

Train drivers at SBB Cargo now work more effectively using their Dell™ Latitude™ 2120 netbooks. With the netbooks mounted in the cabins and the screens easy to see, the drivers can check their schedules while driving. Documents such as network maps or speed restriction maps can be synchronised in real time with the netbooks so the train drivers are always kept up to date. Also, they no longer have to complete paper-based reports and system downtime has been virtually eliminated. "With our Dell solution, train operators spend at least 4 per cent more of their time driving trains than completing administration duties, increasing their productivity," says Hoffmann.

Organisation completes deployment one month ahead of schedule

SBB Cargo also gained greater value from its Dell solution since deployment was completed one month ahead of time. The Dell KACE team collaborated well with the creators of the ODI software so the application was quickly integrated with the KACE Management Appliances. Together they created and tested an image for the netbooks, which they eventually pushed out to 1,200 Dell Latitude 2120 netbooks across the local area network.

At the same time, the Dell KACE team organised training for SBB Cargo IT personnel, as part of the

JumpStart programme. It ensured IT staff could get the maximum value out of the solution from day one. Hoffmann says: "I know how challenging IT deployments can be, but the installation of the Dell KACE K1000 Management Appliances was particularly smooth. Although we planned for deployment to take three months, it only took two months because of the commitment of the Dell KACE people. The depot managers and train drivers were really happy because there were no problems and the solution worked first time."

SBB Cargo reduces cost of device management by CHF 2 million (€1.7 million) a year

The organisation has drastically reduced costs by moving to the Dell KACE solution and bringing device management in-house. "We estimate that the Dell KACE K1000 Management Appliance is helping us save more than CHF 2 million a year," says Hoffman. "Our total cost of ownership is now CHF 900,000 annually." In addition, the solution has not increased the management burden on the SBB Cargo IT team. Just one team member oversees the solution, which comprises the Dell KACE K1000 Management Appliances.

With the Dell KACE K1000 Management Appliances, SBB Cargo can complete a full array of management tasks. For example, asset and patch management, software distribution and security enforcement. "With the Dell KACE K1000 Management Appliances, we can manage the whole lifecycle of our Dell Latitude netbooks effectively. They're helping us save money and giving IT personnel time to focus on strategic work," says Hoffmann.

IT gains in-depth reports on devices at least 70 per cent faster

SBB Cargo has seen major improvements in the automation and speed of reporting with the KACE Management Appliances. The solution offers comprehensive asset tracking and compliance reporting, enabling the IT team to get a rapid overview of the Dell Latitude netbook environment.



Hoffmann says: "We calculate that reporting with our Dell KACE K1000 Management Appliances is at least 70 per cent faster. Furthermore, the quality of our reporting has improved, giving us greater insight into the client estate and enhancing our current IT solution for employees."

SBB Cargo saves around CHF 360,000 with single pricing

When Hoffmann compares the Dell KACE Management Appliances with other technologies, he is convinced that SBB Cargo has gained greater value for its investment. Unlike other offerings, the Dell KACE solution came with a single price – and no extras for licensing. "We didn't need to pay for additional licensing with the Dell KACE K1000 Management Appliances, which meant we saved around CHF 360,000. That's money that can go on investment in other areas of the organisation," he says.

SBB Group lowers IT costs and invests more in the IT network

Since the Dell solution was rolled out to SBB Cargo, other divisions in SBB Group have started using the technology. Currently, there are around 3,500 Dell Latitude 2120 netbooks in operation across SBB Cargo, SBB Cargo International, Thurbo, Zentralbahn, and the SBB Group infrastructure division. All of them are administered by the KACE Management Appliances. Hoffmann says: "We're reducing IT operating costs across SBB Group by using the Dell KACE K1000 Management Appliances and Dell Latitude 2120 netbooks. It's allowing us to deliver better IT services to our drivers."

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