

STREAMLINING STATE TRANSPORT MANAGEMENT

IMPROVING FAULT MANAGEMENT WITH AN AGILE PLATFORM

"In just four months, we have already seen significant benefits from Pega and our fault management solution, including improved utilization of engineering resources and prioritization of fault handling leading to faster response times."

Chris Ruwoldt

Principal Manager Transport Operations Systems
New South Wales (Australia) Transport Management Centre

PUBLIC SECTOR

BUSINESS GOALS

- Better manage device fault response
- Reduce time to respond
- Track and report on device faults
- Improve engineer efficiency

RESULTS

Go-live in
JUST 4 MONTHS

FASTER RESPONSE
to device faults

**SEAMLESS,
TRANSPARENT**
fault management
across network

VISION Optimize the Safety and Efficiency of the State Road Network

The Transportation Management Centre (NSW TMC) is a key part of the Transport for New South Wales (NSW), the state government authority dedicated to improving the customer experience on the NSW transport network. The NSW TMC is focused on enhancing transport coordination services, as well as monitoring and managing the NSW road network to minimize delays and provide timely and accurate information to transport users.

The agency wanted to develop a proactive incident management system, incorporating its existing road sensor network, intelligent transportation systems, electronic message boards and billboard signs for thousands of users.

EXECUTION Increased Efficiency and Agility in 4 Months

NSW TMC turned to Pega for an agile incident and case management system that would enable sophisticated and intelligent response. The agency chose Pega's Build for Change® technology because it can support current requirements, while providing an agile foundation that would enable NSW TMC to expand as varied and complex requirements increase within the agency and associated organizations, such as the need for collaborative incident management.

Using Pega, NSW TMC built a seamless, decision-based incident management solution to more efficiently track, manage and respond to a myriad of events. It used agile methodology to deliver rapid results in just four months. The new Fault Management Service (FMS) enables the agency to dynamically route and resolve faults reported from more than 20,000 remote devices, including variable message and speed limit signs, traffic signals and monitoring devices. Using Pega's business rules to automate prioritization and escalation and dynamic processes to manage the process flow to technicians, the agency can make sure staff works as expeditiously as possible to resolve incidents.

OUTCOME Faster, More Responsive Service with an Award-Winning Incident Management System

The agency has enhanced its abilities to respond to both planned and unplanned events. With Pega, NSW TMC has improved utilization and prioritization of remediation activities, and can evaluate and respond to events more quickly. It has reported improved citizen service levels and reduced costs for providing service. Over time, the agency expects to continuously reduce response times as processes are further refined based on data, which will lead to significant improvements in citizen satisfaction levels. The improvements the agency has already achieved were recognized last year when it was awarded "Best Use of BPM Technology" at the annual Gartner BPM Summit 2013 in Sydney, Australia.

