



Tube Lines on track with system upgrade

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THE public/private partnership responsible for three underground lines, is spending tens of million of pounds replacing bespoke applications inherited from London Underground to cut costs and improve efficiency.

Tube Lines, which manages the track, trains plant and stations on the Jubilee, Northern and Piccadilly lines, is installing new applications and systems in a major IT overhaul.

When the work is completed it

will be a vast improvement on the ageing systems operated by London Underground.

'It will be a completely different animal,' said Ian Machen, control centre manager at Tube Lines. 'London Underground Limited admits there has been under-investment and a relocation of the IT system would never have worked.'

Tube Lines, a consortium made up of Jarvis, Arney and Bechtel, has started to implement an Oracle enterprise resource planning (ERP) system

dubbed Excalibur, which has been in development for the past 10 months.

'We've just started to deploy that a chunk at a time,' says Machen, who describes the system as costing 'tens of millions of pounds'.

Already up and running is a new support service covering calls to the control room reporting faults and problems on the lines.

The Heat Service and Support system handles 2,700 calls a week, and replaced a bespoke system based on Oracle technology

originally intended to cope only with the Jubilee Line Extension Project.

'It was on its last legs and very costly to maintain,' said Machen.

The Heat system, implemented by CRMworks, has reduced the time it takes to process a call from seven to two minutes.

The data is now significantly easier to track and locate.

Further reading

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