

CUSTOMER

Banedanmark

INDUSTRY

Rail

BUSINESS AREA

Smart Enterprise



CASE STORY

Banedanmark: Turning Mobility Smart

Keeping the Danish Railways Safe

Banedanmark, the Danish company in charge of maintenance and traffic control of the entire state-owned railway network, is committed to keeping rail-ways in Denmark safe.

Every day, 650 field workers clock in, ready to ensure that more than 750,000 assets are in impeccable condition – using SAP as the backbone of their organization.

Unlocking the Full Potential

Banedanmark found their mobile field-work solution to have shortcomings in several areas: Sign-on issues, unstable performance and the lack of flexibility created a continuous stream of technical obstacles in the everyday life of their field workers.

To unlock the full potential of the field service workforce, Banedanmark executed a request-for-proposal process to select and procure a replacement of their existing solution.

After a competitive bidding process, Trifork was accepted as the supplier of the new solution.

The FastFieldwork & FastTime Solutions

Banedanmark’s IT-mission mandates the delivery of value-creating and reliable IT solutions. To this end, Banedanmark has prudently recognized the immediate value of simplicity and user expe-

rience in employee-facing IT solutions. Banedanmark placed significant emphasis on these areas.

The solution delivered by Trifork to Banedanmark is a set of two contemporary and user-friendly mobile solutions designed for their field workers.

Based on SAP and Apple technology, they represent a perfect symbiosis between business strengths and humanized technology:

- Next-generation app performance and usability
- Seamless integration with SAP backend
- Intelligent use of mobile hardware capabilities
- Superior security and privacy
- Instant sign-in and data access

With the new Banedanmark mobile apps, field workers have seamless access to work orders and notifications from the SAP backend, enabling them to conduct their daily work without technical interruptions.

Additionally, with the delivery of the FastTime app, getting accurate and timely time registrations and correct time allocation is now easier and more intuitive than ever.

A special focus in the business requirements was also placed on a seamless, smooth and user-friendly integration with Banedanmark’s Graphical Information

System to better assist maintenance technicians in the field. The delivered solution provides efficient, accurate and aesthetically pleasing built-in maps and visual representations of technical structures and maintenance objects.

Outstanding User Experience

The Banedanmark apps have an intuitive and user-friendly interface comparable to that of consumer-grade software. Verifiable built-in insights facilities have proven to have a very high adoption rate for the solution.

The high adoption rate, security compliance, improved data quality and the timely execution of tasks and work orders all make a compelling case for creating an outstanding user experience with such enterprise apps.

Tech

The Banedanmark solution is based on the standard products, FastFieldwork and FastTime, both of which are from a suite of products created by the Trifork Labs company Arkyn and tailored by Trifork to fit Banedanmark’s requirements.

Running on a modern, event-driven, real-time capable, microservice-based architecture provisioned with SAP Business Technology Platform, the solution is highly secure, scalable and flexible.

Being engineered specifically as a state-of-the-art Best Practice Enterprise Mobility solution, the solution and its underlying architecture are fully prepared for transitioning to S/4HANA. This paves the way for Banedanmark’s digital transformation journey.

+750K

managed assets

+60K

annual work orders

650

users