



Company Details

The heart of Europe's land transportation network is Societe Nationale des Chemins de Fer Français – France's state-owned railway operator. SNCF is one of the largest and expanding railroads in the world as well as a major player in the European Transportation Industry. Each year it manages more than 890 million passengers and is responsible for near 31,000 kilometres of Réseau Ferré de France tracks. In 2003, SNCF reported consolidated sales of €23 billion and has more than 700 subsidiaries.

Location

- France

Industry

- Transportation - Railroads

Business Challenges

- Make the company a key player in the highly competitive transportation and travel business
- New market entrants
- Reduce Operational costs with improved quality of service
- Complexity of system and process volumes

"After making significant investments in our distribution system, SNCF is currently focusing on improving performance and efficiency in our railroad operations, where complex business processes and information are spread across various departments. SeeBeyond allows us to simplify systems, bringing a high level of interoperability and, ensuring that accurate information is available, in the right place at the right time." **Charles Joder**, Director of Programme Alliance, SNCF

Business Challenges

With increased competition from new entrants brought about by railway deregulation and increasing customer demands for travel services, Societe Nationale des Chemins de Fer Français (SNCF) needed to improve the capabilities of its existing IT systems. In April 2002, it launched Programme Alliance to increase quality of service and efficiency in the railroad operations while enhancing control on operational costs.

One of the major challenges of the programme was to make sure that accurate information is available and broadcast to the right places at the right time; for example, the communication of traffic disruptions. Rationalising, streamlining and improving business processes and data flows between applications was key. SNCF's Passenger Transport Division (DSIV) is supported by over fifty separate enterprise applications that have been developed over the years. The ultimate goal for SNCF is to be able to improve operational performance through delivering consistent information to passengers before and during travel, in a cost effective way and with a high degree of quality, as well as to evolve to new organisational adaptations on passenger transportation required by European rules.

Solution Overview

After testing ETL (Extract-Transform-Load) technology on back-office data exchanges in 2001, SNCF embraced an Enterprise Application Integration (eAI) strategy in 2002 to broadly respond to Passenger Transport Division requirements in terms of streamlining and rationalisation.

SeeBeyond was selected in September 2003 after an extensive evaluation of the marketplace that involved two competitive proof-of-concepts. Shortly afterwards, Accenture was awarded the contract to implement Programme Alliance projects. SeeBeyond Consulting was engaged to support the integration activities, delivering training, architecture design, technical expertise and a framework to provide common services such as error handling, alerting and logging to be leveraged across multiple projects.

While the initial project was delivered using eGate 4.5.3, in May 2004 SNCF made the decision to standardise on SeeBeyond's ICAN 5 Suite for the 370 identified Programme Alliance processes that would be shared across divisions.

One of the most visible results so far is the ability to quickly inform travellers and the public in the event of delays and service disruption. Sensors located on the tracks collect data on trains in real time. eGate dispatches and routes this information to the right station in order to display accurate arrival times in real-time on the various schedule boards across the station. This allows SNCF to improve the quality of information delivered to travellers, broadcasting pre-announcements and announcements of arrivals in a timely manner. This information is also invaluable to station staff to coordinate resources to better service trains and passengers. After a successful pilot in Marseille Saint Charles station, the project was expanded to include other major French stations, including Paris-Lyon which went live in May 2005. Another 60 stations will go in production by end of 2005.

Business Benefits

Service-Oriented businesses are on the fast track to higher performance. SNCF's Programme Alliance further testifies that SeeBeyond's advanced integration technology is a crucial component to achieving strategic objectives.

SeeBeyond ICAN allows SNCF to improve the movement of information across applications, business processes and people, delivering the right information to the right people through the right channel at the right time. This drives cost reductions, velocity, agility and real competitive differentiators.

"With this global integration infrastructure, SNCF is now be able to provide more reliable and accurate information to achieve our required level of performance, with better control on operational costs" explained Charles Joder. *"Additionally, this approach has enabled us to unlock development resources for use in new services and applications for the passenger division's system, generating additional benefits"*.

Future Plans

Programme Alliance is moving forward with the modernisation and the replacement of some underlying applications. SeeBeyond ICAN is central to the flow of information, both in batch and real time. Support for business process management is being used to deliver new services for major stations, material management for TGVs and TER trains. SeeBeyond ICAN will also be used to ensure a smooth migration of the oldest applications, where it will serve as a non intrusive Web Services based transformation and routing engine.

"Quality in railway services means being able to automate flows of information to deliver the most accurate, comprehensive, and precise information to those who need it, in the shortest amount of time. SeeBeyond is just about this, helping us to deliver projects more quickly and more efficiently". **Christophe Lemaire**, Director of IT Maintenance, SNCF Passenger division

Solution Overview

- Standardised loosely-coupled integration platform for exchanging real time information between applications, devices and people
- Service-oriented architecture allowing for end-to-end process integration, application and database convergence, data consistency and development productivity
- Frameworks implemented by SNCF's Delivery Centre based in Nantes resourced by Accenture and supported by SeeBeyond consultants

Business Benefits

- Improved quality of service through the consolidation of data
- Reliable and accurate Information delivered to the right person through the right channel at the right time
- Improved control of operational costs
- Increased IT development and maintenance productivity

Technology Profile

- SeeBeyond Components
- eGate™ Integrator
- eInsight™ Business Process Management
- eTL Integrator
- Integrations
- IBM MVS systems
- Oracle/Unix
- IBM Websphere MQ
- DB2 databases

Sizing

- 370 processes
- 460 Railway stations
- 14 600 trains per day

Hardware OS

- Sun Solaris
- Windows 2003 and NT on HP/Compaq