

G-Cloud 15

Service Definition

**SOROS modular rail application: train maintenance and
operations support system**

Danburykline LTD

Lot 2b Software as a Service (SaaS)

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1. Introduction

Company Overview

Danburykline is a software and consultancy service provider to the rail industry, but we didn't start as a software company.

We began with a simple belief: that better processes lead to better outcomes — especially in safety-critical industries. Founded in 2012, we initially focused on management consultancy, helping organisations improve engineering performance, maintenance planning, and service delivery.

Our work with operators like Eurostar and Greater Anglia gave us a front-row seat to the daily challenges faced by fleet and depot teams. We weren't just advising from the outside — we were embedded in teams, supporting everything from strategic change to hands-on operational improvements.

The origins of SOROS® began to help a client improve control of train presentation tasks; their system at the time was manual and highly inefficient. We recognised that a software product could improve this, and we built the first SOROS module. Within weeks of going live, the Head of Train Cleaning commented that “tasks that used to take 5 days are now done in 10 minutes”.

What began as a bespoke tool to manage train presentation evolved into something much bigger. That tool became the seed of SOROS®, and our transformation into a software company had begun.

We understood early on that the rail industry didn't need generic platforms. It needed something built from within — tailored to how rail people actually work, not how software developers think they should.

Value Proposition

Every day, hundreds of decisions are made behind the scenes to keep the railway moving — decisions that impact punctuality, reliability, safety, and service. These moments often happen quietly: in the depot, at a control desk, in the middle of the night when no one is watching.

For over thirteen years, Danburykline has been focused on those moments. We've built tools that make complex tasks simpler, help teams work better together, and ensure passengers get home safely and on time.

Where we feel we are unique and differentiate ourselves from our competitors in the software industry, is for years before Danburykline, the company founders had spent over 20 years in the maintenance and operation of trains and aeroplanes; high value, safety critical public transport. The founders' experience ranged from technician roles to senior management and then Directors. Decades of experience managing complex maintenance businesses, provides a unique perspective on the constraints or maintenance practices and first-hand experience in how to improve systems and processes and drive value.

What the Service Provides

SOROS is a B2B Software as a Service (SaaS) system designed specifically for the rail industry. It's a modular application, where each module has been developed with industry input to address business requirements in the maintenance and operations activities.

SOROS supports the maintenance, operational process and workflows that are essential for all train operating and maintenance businesses.

Its modular system with strong interfacing capabilities including; train borne telemetry systems, infrastructure monitoring tools, asset management systems, rolling stock allocation systems and many more. It can facilitate an enterprise wide business management system, using the best systems in their field, whilst providing users with a fresh, modern and intuitive front end.

Social Value

Break down barriers to opportunity; we are committed to delivering against a range of social values. By supporting the rail industry, we facilitate access to employment and education: Rail provides affordable and reliable connections to workplaces, schools, and universities, widening opportunities for individuals who do not own or cannot afford a car.

Specifically, at Danburykline, we have taken action to increase the representation of disabled people in the contract workforce and identify and tackle inequality in employment, skills and pay. We have Inclusive and accessible recruitment practices, and retention-focused activities, including those provided in the Guide for line managers on recruiting, managing and developing people with a disability or health condition. We provide transparency to pay and reward processes and our working conditions promote an inclusive working environment and promote retention and progression.

We have no barriers to entry for young people and under-represented groups, facilitating access to pre-work training, placements, apprenticeships and other educational and developmental opportunities. We have structured processes to onboard young people who are coming to industry straight from education. Our processes establish development activities our new recruits will follow to progress through Danburykline.

Case Study - our latest new recruit who joined Danburykline in July 2025 from education has been sent to Las Vegas to attend 'AWS Re:Invent 2025', which is open to Developers within the first 5 years of their career to help build the next generation of technologists.

Accessible rail services support mobility for elderly people, disabled passengers, and those in rural communities, enabling participation in social, cultural, and civic life.

Outcomes and delivery against social values. Our specific contribution to the rail industry is via Fleet Network Display and Restrictions, two modules in our SaaS product SOROS. They directly support the removal of barriers to disabled passenger travel, for example, by visualising the unavailability of accessible toilets on a train, which helps station staff support a disabled

passengers' needs and creates priority maintenance events to rectify defects that impact passenger needs.

Kickstart economic growth; as part of our mission to help kick start economic growth, we are committed to providing good jobs to our workforce.

We have an understanding of the employment and relevant skills needed by our team, and of the education and training issues relating to their contracts. Specifically we hold career development meetings with every member of the team at least annually. These are used to understand career aspirations and match them with a training needs analysis, so we can provide education where necessary.

Case Study - for the past two years one of our team has been an Artificial Intelligence course for Developers, which was run by Cambridge University. A second member of our team attended 'AWS Re:Invent (December) 2025', which is open to Developers within the first 5 years of their career to help build the next generation of technologists.

We aim to create a diverse supply chain to support our company's growth. We use a range of small and large companies to help us deliver against our strategy, which helps create opportunities for entrepreneurship and helps new organisations to grow supporting economic growth and business creation.

Case Study - in 2025 our strategy required a significant new focus on marketing of our products. We engaged two small companies to help achieve our aims; one called Craft Graphic which was a start up design company with just one employee, the second a videography company called Blue Juice with four employees.

Case study - this case study relates to how our software product helps others kickstart economic growth. During COVID, the provision of SOROS was uninterrupted, we supported our clients and the Department for Transport by helping to ensure rail services were uninterrupted. We made changes to the Presentation Module to allow for COVID specific cleaning tasks to be planned and carried out, so the trains were less likely to contribute to the spread of the virus, and ensured critical workers could get to their place of work safely. Our clients could demonstrate via rail period reports that COVID specific cleaning was being carried out in a timely and controlled manner and this data could be made available to passengers, helping to reassure them that the trains were safe.

Make Britain A Clean Energy Superpower. We work hard to maintain our carbon footprint, which is as low as practical. Our largest contribution to this aim is our employment contracts. Over 80% of our workforce work remotely in home offices. One of many benefits of affording this level of workplace flexibility is there is very little commuting, no use of vehicle transport to get to work, which reduces pollution. Danburykline is entirely paper free and the small office we do have is heated with electrical energy, so no burning of fossil fuels.

Build an NHS fit for the Future - our contribution to this social value is achieved by supporting health and wellbeing in our workforce. We offer gym membership to every employee, exercise is proven to help improve physical and mental health. We provide private health care to everyone, which includes a range of help and advice services to proactively manage physical and mental health. We ensure the work environment is fit for use and promotes good health, from adequate lighting and ventilation, to adjustable chairs, monitors and moveable desk equipment, which help to ensure human ergonomics are catered for.

Overview of the G-Cloud Service

Our software product 'SOROS' is developed specifically to support the operation and maintenance of rolling stock. It is a modular application with the following features and benefits. The SaaS nature of SOROS allows clients to subscribe only to the module they need.

1. Incident Management Module (IMM) - supports the reporting and investigation of incidents, accidents and near-misses. IMM helps enhance safety, improve response time to incidents, improves communication, risk mitigation and improved compliance. It does this by ensuring all incidents are investigated and resolved according to industry standards, prompts reporting to authorities and implements preventative actions against repeat occurrences.

The mobile-first, easy to use design principles and cloud hosting of SOROS encourage reporting of all incidents and near-misses via mobile devices in any location, helping to ensure the organisation has near real-time knowledge of events that need investigating.

2. Competency Management Module - supports the client organisation, trains, examines and assess workforce competency. A knowledgeable workforce helps improve safety performance, resource planning, employee performance, staff satisfaction and career progression.

For train operators, the management of staff competency is an obligation designed to ensure its people, passengers and vehicles are safe to run. SOROS supports this by helping ensure people are trained to a standard the operator controls, provides notice of when a competency is approaching revalidation, and where it's deemed acceptable, enables them to re-certify via a multi-choice exam that you can manage.

3. Allocation Module - supports the importation and management of the train operator's timetable, from base plan to VSTP changes. Allocate trains to diagrams, reallocate trains during times of disruption and automatically report all Worldline's systems as required. Effective allocation controls will help optimise the use of rolling stock, improve punctuality and enhance passenger experience. For example, getting the train to its maintenance location for its next exam, will help ensure fleet availability levels are maintained. Assets with passenger service items inoperable will be visible and can be deployed on routes with lower passenger numbers and prioritised into the maintenance depot for defect rectification and diagrams requiring multiple coupled units can be delivered, reducing short-forms.
4. Production Control Module - including Fleet Location Display provides the controls for depot and yard management, train positioning, train status, shunt planning, shunt movements and visualisation of train maintenance and servicing requirements. Effective depot and yard management contributes to higher fleet availability, improved punctuality and significant cost reduction.
5. Maintenance Planning Module - manages the forecasting of Exam requirements in mileage and calendar based parameters. Controls the rectification of defects, train presentation tasks and the implementation of engineering and configuration changes. Maintenance planning is an essential factor in the availability and reliability of trains in service, work force and facility optimisation. Well planned maintenance helps maintain the inherent levels of safety and reliability of a train.
6. Fleet Network Display (FND) Module - manages the control and visualisation of trains in service, in real-time on interactive maps. FND utilises data feeds from Network Rail

systems and internal data held in SOROS to provide LIVE monitoring of trains, and alerts users of delays to timetable, variance to allocations and service impacting defects as they arise. With access to data in real-time, operational awareness is improved, service reliability increases and passenger experience is enhanced.

7. Document Management Module (Knowledge Base - KB) - a document management system that allows the storage of any company documentation that needs to be controlled. It provides an auditable document record and robust change controls. As a web hosted product, the SOROS document management system makes policies, procedures, maintenance documentation and any other data, available to users wherever they are located. The system has advanced editing controls using a 'What You See Is What You Get' (WYSIWYG) editor, which is common to MS Office document editing functionality, meta data to support auditing and permanent histories or changes made to pages with the system.
8. Briefings Module - provides the facility to brief selected or all staff with company updates and procedural changes whenever they are required. Briefing staff on changes is an obligation on all train operators and maintenance as part of a safety and quality management system. The Briefings module provides an auditable record of all staff briefings issued and their read status. The Briefings module also provides management reporting to allow people managers the ability to see briefing status of every member of their team. The Briefing Module helps improve communication, enhance safety, compliance and improve employee engagement
9. Engineering Change Module - manages engineering and configuration change control via formal workflows, providing functionality to raise, scope, review and approve engineering changes to rolling stock. The Engineering Change Module is designed to support compliance with RIS2700 and CSM-RA, the rail industry standards for making changes to rolling stock configuration. Modifications to rolling stock can improve safety, reliability, and availability, whilst contributing to reduced maintenance activity and lower costs.
10. Maintenance Programme Development - this module provides a highly effective risk based approach to rolling stock maintenance programme development. The module follows the principles of MSG3, a structured process developed by the aviation industry for aircraft maintenance programme development. An effective, preventative maintenance programme helps ensure inherent levels of safety are maintained, removes non-value added maintenance, saving time and significant cost, helps optimise the use of maintenance resources and improves reliability. We have proven examples with train operators where the fleets L4 maintenance programme saw reduced routine man-hours of 41% and a corresponding improvement in reliability of 300% due to the preventative nature of MSG.

Associated Services

SOROS includes an API to support the importation and export of data.

Implementation support is provided as part of initial system configuration and through-contract support is available for training, new development requests and system performance management.

2. Data Protection

Information Assurance

Danburykline are approved to ISO27001 and have been since 2019.

SOROS is hosted on AWS cloud services. Some of our hosting resources auto-scale and those that don't are monitored and alert at pre-defined levels, which are set well before limits are reached. We have an in-house infrastructure team who continuously manage our infrastructure. We can silo client-specific resources where required.

SOROS complies with a recognised standard, for example CSA CCM v3.0 or SSAE-16 / ISAE 3402.

We have physical access controls, complying with CSA CCM v3.0.

AWS guarantees 99% uptime. Our actual uptime is greater than 99.99%.

We use AWS data centres in Europe. AWS complies with all European and UK standards. AWS uses a centre and zonal approach. We use a multi-zonal approach and AWS are certified to: CSA STAR, GxP, ISO 14001, ISO 20000, ISO 22301, ISO 27001, ISO 27017, ISO 27018, ISO 27701, ISO 42001, ISO 50001, ISO 9001, PCI 3DS, PCI DSS, PCI P2PE, PCI PIN, ProcessUnity, SOC 1, SOC 2, SOC 3, Uptime Institute Tiers, NIST 800-162, NIST 800-172, NIST 800-34 Contingency Planning, NIST 800-53, NIST 800-64, NIST CSF, NIST RMF.

SOROS has also undergone a GDPR Data Protection Impact Assessment (DPIA), with all requirements accepted as being effectively controlled.

Data Back-Up and Restoration

Backups are taken hourly via an automated process. Backups are stored in a separate AWS zone to ensure AWS Zone segregation, in the very unlikely event of a total AWS Zone failure.

Access to the backup zone is tightly restricted, SOROS can be restored from the latest backups with a 3-4 hour window.

Backups cover all Databases and AWS stored services, Processes and procedures are reviewed and tested annually, by the Head of Development.

SOROS is a B2B application only. Client agreements address backup and recovery policies and practices.

Business continuity statement/plan

Danburykline takes the continuous availability of SOROS very seriously and has robust business continuity and disaster recovery plans in place to mitigate the effects of events that may be beyond our control. These plans address a range of threats and mitigation strategies associated from: Environment Events; Utilities and Services; Illness and Epidemic; Man-made Malicious Attack; Information Security Incidents; Equipment Failure; Supplier Chain.

Disaster recovery and protection of client data is managed via SOROS infrastructure and data back-up protocols. SOROS is hosted on AWS services and utilises two data centres in different countries, thus protecting against a country specific event. Data is replicated across the server

infrastructure, fail over protection ensures continuity of service in the event one data centre went offline and data back-up processes mean Recovery Point Objectives (RPO) and Recovery Time Objective (RTO) can be as low as 3 minutes. A detailed business continuity plan can be provided to the buyer on request.

Privacy by Design

SOROS follows the principles of Privacy by Design, a legal requirement in the EU General Data Protection Regulation (GDPR). The protection of data is provided by strong access controls, multi-factor authentication, Single Sign On capabilities and permission systems. In addition to the robust security controls provided by our hosting service provider AWS, SOROS has undergone an DPIA. Where it was identified that Personal Identifiable Identification (PII) could be stored on a DB table, the table is encrypted inside the hosting environment.

3. Using the service

Ordering and Invoicing

Initiating a request for SOROS can be as simple as an email to enquiries@danburykline.co.uk although the B2B nature of the product and its potential for widespread use within a client organisation will usually involve multiple meetings and demonstrations of the product before an order is placed.

As a B2B product, subscribing to SOROS will typically involve the client organisation's Procurement function and be subject to the appropriate buying processes, which vary from organisation to organisation. As a modular product the buying process may involve a single or multiple business units.

As a SaaS product, Danburykline takes responsibility for initial system configuration, but this requires close collaboration with the client organisation to ensure organisational specific data is provided, this may be fleet information, location information, accounts Administrators etc.

Configuring SOROS and making a Test and Live instance available to the client organisation typically takes 6 weeks, but this timescale will extend if complex integrations are required as part of the initial configuration and go-live process.

Invoicing is done on a monthly basis, with invoices being issued on the 1st day of each month for that month's subscription.

Availability of Trial Service

Danburykline is happy to support a Proof of Concept (PoC) model whereby we provide access to a demonstration system that will be configured with the modules the client organisation is interested in. PoC's are offered on a case-by-case basis; for example some of the SOROS modules are very straightforward to use, address a particular client need and don't need a PoC. Whereas a broader use case involving many modules and multiple client business units can benefit from a PoC.

On-Boarding, Off-Boarding, Data Migration, Scope etc.

Our on-boarding process starts with kick-off meetings, which are generally a mix of face to face, on site-visits and online meetings. At this stage we compile the data we need to set up the client's SOROS environment and the data we need to import, which is usually provided by the client in spreadsheet form. We will nominate an Account Manager from Danburykline and a Project Manager if required; we will seek the same from the client and document the communications process.

When the client is moving from an existing system to SOROS, Danburykline will agree with the client what data needs to be transferred. We will document the data structures required, and the process to export, clean, transpose and upload the data into SOROS. We will agree and document any requirements for a system freeze, and the date, time and process to import, check and test inbound data before going live with SOROS.

We will agree nominated super-users with the client, which is an individual or group of individuals nominated by the client organisation to receive in-depth training in the relevant SOROS modules. Super-users act as the first point of contact for employees in the client organisation if they have general questions on the use of SOROS. The number of super-users required depends on factors including the number of modules the client chooses and the number of facilities they have. Super-users are supported by a built-in help system within the application, with over 500 pages of detailed and graphically rich web pages which can be searched. We also have a video library for some of the more complex features of SOROS to walk users through the workflow and processes.

We can provide on-site implementation support if required, subject to scoping and agreement. Typically on-boarding is a six to eight week process, depending on module selection. Modules can be implemented in a sequential process and we will document the roll-out and support processes to be followed.

We will work with the client if off-boarding becomes necessary, and document an exit plan. We will export data, either in PDF or spreadsheet form, so records can be maintained by the client, where required. We will hold client data in backup form as requested and agreed by the client. We will delete all records and backups held on our client databases when instructed to do so by the client. We will support the client's off-boarding process, to the extent it is possible to do so.

Training

SOROS is built as a modern web application and follows the Neilson Norman principles for user interface and user experience design.

As part of the implementation process, Danburykline provides on-site and in-house training as agreed with the client organisation. We encourage the nomination of super-users within the client organisation, whom we spent additional time with to ensure they are familiar with the system administration functions.

In addition to implementation support, Danburykline will provide through contract training support as agreed with the client. SOROS itself has comprehensive Help files, many of which include video support to help with user familiarisation.

Implementation Plan

Implementation plans are customisable to each client but in every case will include documented processes, key contacts, project milestones, training needs analysis, data transfer requirements, testing and roll-out activities. Implementation plans may vary dependant on factors including; the number and nature of the modules being subscribed to, the size and complexity of the train fleet, the number of facilities included, the number of users and business units included, the number of operating contracts the subscribing organisation may be managing and other considerations.

A detailed implementation plan can be provided to the buyer on request. Danburykline will work closely with the client organisation to prepare the implementation plan and continue to provide support throughout the implementation process.

Service Management

SOROS is offered as a SaaS product. It is highly customisable, with many configuration options and built-in controls. SOROS has a built-in, support ticket management workflow. Clients can request new features and workflow options, to the extent we build new modules within the application. Most development of SOROS is client led, and clients contribute to our development road-map. This process is supported by monthly reviews with the client, normally remotely, but these can be on-site if and when required.

We use an on-the-fly deployment process meaning outages are not required to deploy updates. Maintenance windows are rarely required, normally once or twice a year and less than an hour in duration.

Service Constraints

Support arrangements are addressed in our Service Level Agreement (SLA) with each client organisation. Non-urgent support is covered on the normal working day of 09:00-17:00. For critical issues we are contactable 24/7 with support addresses and telephone contact points. The issue severity scales are addressed in our SLAs.

It is highly customisable, with many configuration options and built-in controls. In addition we will undertake customisation by agreement. Functionality/features are not depreciated without prior agreement.

Service Levels

Service performance is automatically monitored and alerted by AWS. Danburykline is automatically alerted to any infrastructure or application issues. Downtime for the last five years is in excess of 99.98% which includes planned outages. This is less than four hours per year.

AWS's role in maintaining service levels is supported by industry leading security controls and service management protocols, many of which are approved to independently tested and

internationally recognised standards. For example, AWS has extensive, world-wide certifications including, SA STAR, GxP, ISO 14001, ISO 20000, ISO 22301, ISO 27001, ISO 27017, ISO 27018, ISO 27701, ISO 42001, ISO 50001, ISO 9001, PCI 3DS, PCI DSS, PCI P2PE, PCI PIN, ProcessUnity, SOC 1, SOC 2, SOC 3, Uptime Institute Tiers, NIST 800-162, NIST 800-172, NIST 800-34 Contingency Planning, NIST 800-53, NIST 800-64, NIST CSF, NIST RMF. Danburykline holds ISO 27001 certification, with no exclusions. We subscribe to the National Cyber Security Centre (NCSC) for threat advice and management.

Outage and Maintenance Management

We use an on-the-fly deployment process meaning outages are not required to deploy updates. Maintenance windows are rarely required and are short in length, normally once or twice a year and less than an hour in duration. Notice is given when these are required, normally at least four weeks.

Our development and deployment processes are robust and designed to minimise the risk of a code issue causing an outage. All code changes will as a minimum be subject to detailed documentation of the change being made, GitHub is used for code versioning and deployment control. Code changes are subject to independent code review, then testing and quality assurance. Code is deployed to client test instances of SOROS for User Acceptance Testing (UAT), before being pushed to live.

SOROS back end and front-end performance is monitored 24/7. AWS, our hosting provider monitors performance in real-time, and reports to our Slack system, where we have dedicated resources in place to respond to any issues identified.

Since 2016 SOROS uptime is currently >99.98%.

Financial Recompense Model for not Meeting Service Levels

Service credits can be offered on a contract by contract basis. They are a service level target of percentage of system uptime and calculated in minutes per month. We set three targets, with reparations agreed in the form of credits against fees charged for the month performance fell below target.

4. Provision of the service

Customer Responsibilities

Customer obligations for system access and availability are limited to the provision of a W3C compliant browser, which includes Chrome, Edge, Firefox and Safari. For mobile access iOS and Android operating systems are effective, and in all cases, a reliable internet connection is necessary.

Technical Requirements and Client-Side Requirements

There are very few technical or client-side requirements for SOROS. As a SaaS product, Danburykline takes responsibility for hosting, maintaining and updating SOROS throughout its

contract-life. As a mobile-first, browser-based product, a W3C compliant Browser must be made available and reliable Wi-Fi or wired internet connectivity is essential.

Outcomes/Deliverables

The client will receive an organisational specific instance of SOROS, which is accessed via a web browser using a unique URL that Danburykline will provide. The client instance of SOROS will include access to the modules and module functionality that they subscribe to.

We have described the functionality of each module in the Overview of the G-Cloud Service section of this document but use of modules with the SOROS system will result in benefits such as improved network reliability, safety across rail operations, operational efficiency, cost reductions over asset lifecycles, telemetry and condition monitoring capabilities, infrastructure monitoring tools, data analytics and reporting etc.

Module access can be increased or reduced during the contract life, dependent on client requirements.

Development life cycle of the solution

SOROS is offered as a SaaS product, we use an agile development methodology, following a SCRUMBAN process, with extended sprints, which better suit the project nature of our developments. The general workflow consists of the following stages: Feature Definition & Scoping; Planning; Design; Build; QA Review, Test; Deploy; Maintain.

After-sales Account Management

Danburykline provides client Account Managers. We run monthly client review meetings to discuss system use and any changes that may be required. Nominated client personnel have access to a Ticket Management System, where requests for support can be raised.

Account Managers will routinely visit a client's site during the contract life, which gives us time to talk with the users of SOROS and observe their interactions. Such visits are valuable to Danburykline to ensure the UX remains effective in real-world scenarios.

Termination Process

Terminal clauses and processes are agreed with the client during contract discussion and documented in the SOROS Subscription Agreement. There are no costs directly associated with contract termination.

Termination clauses will describe the conditions upon which either party may terminate the contract before the contract end date and how client data is to be returned to the client.

5. Our experience

Case Studies

The case studies below are real examples from two client users of SOROS. We are happy to provide references on request to validate these examples.

SOROS - Fleet Network Display (FND) - The problem the client needed solving was how to improve the response to a train fault in service. A train fault can lead to significant passenger disruption and very costly delay minute attribution if the fault causes service interruption to other operators on the same line.

In this case study, FND notified the operator in real-time that a fault was evident on a unit approaching a key station during the morning peak. Normally, resolving this would involve phone calls, spreadsheets, and instinct to decide whether to cancel the services, short form the train, or risk a delay.

With Fleet Network Display, the control team were able to instantly see the train's location, service status, passenger load, and passenger load of the following train. A decision was made to transfer passengers to the following train and remove the faulty unit from service. Attention then shifted to directing the train to the nearest maintenance location, which was already flagged in Fleet Network Display.

What would've taken 15–20 minutes was resolved in under 90 seconds, saving the operator up to 25% of the value of a single ticket for all passengers under the passenger compensation scheme. In speeding up response times, FND also helped the operator minimise penalties under the delay minutes attribution scheme between the network operator and train operators.

SOROS Planning Module - Train maintenance planning is an extremely complex task, which requires expert knowledge and tools to help the planners minimise the time a train is stopped for maintenance, whilst ensuring all exams and defect rectification is completed on time.

Our client was using Microsoft Excel for their planning management, but as their fleet grew in size and complexity, Excel was just not suitable for maintenance planning on the scale required. It also did not support the sharing of maintenance requirements with the train operator who had a responsibility to get the right train to its maintenance location on time.

SOROS Planning is designed to support the planning of train fleet maintenance for hundreds of trains, it forecasts maintenance due dates and allows the scheduling of maintenance into suitable maintenance depots. It also supports information sharing, promoting collaboration between our client, the train maintainer and their customer, the train operator. The planning module allows the user to filter data by fleet, location and dates, so they can focus their attention. The calendar layout by location the planning module provides allows tasks to be clearly visualised, which helps improve decision making, and the drag and drop interface allows re-planning of tasks in seconds.

Having successfully moved from Excel to SOROS planning, the Production Planning Manager commented on the record that "what used to take me half a day can now be done in SOROS in 30 minutes". They went further to say that with the fleet allocation data now visible in SOROS,

they can see where trains with maintenance planned will end their day. One of the biggest factors affecting the efficacy of train maintenance businesses is trains not arriving at the maintenance location where maintenance has been planned. This is hugely disruptive and leads to staff productivity routinely falling below 30%, which is common in rail. One Fleet Director commented that “for the first time, with visibility of allocation data in SOROS, we were able to intervene to get a train needing maintenance re-allocated so it would end its day at the Train Care Centre”.

By using our SOROS planning module, we can demonstrate very significant improvements in efficiency of the entire train maintenance process.

Further case studies can be provided on request. The modular nature of SOROS means clients use different modules to support their own business needs, so we can provide case studies for modules that future clients may wish to use.

Clients

Company	Type of Business	Logo
Hitachi Rail	Train maintenance business - Train Services Agreement (TSA) contracts with UK passenger train operators	
c2c	Passenger train operator - Department for Transport Operator (DFTO) company	
Southwestern Railway	Passenger train operator - DFTO company	
Northern Trains Limited	Passenger train operator - DFTO company	

Greater Anglia	Passenger train operator, operator, part of Transport UK	
Eversholt Rail	Rolling stock owning company	
Downer RTS	Australian passenger train maintainer, New South Wales, Victoria and Queensland	

Contact Details

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