

At TCAR (Rouen public transport authority) everything is running smoothly thanks to the DIMO Maint maintenance management solution!



« *OptiMaint gives us a comprehensive view of the costs engaged and complete traceability of the regulatory and contractual maintenance actions we are required to carry out.* »

Sébastien HOLSTEIN, Major Projects Manager



- Two 100 000 m2 depots
- 35 km of track and 27 tram cars
- 250 buses
- 50 service vehicles
- Optic fibre networks
- 12 electricity sub-stations, etc.

Presentation of TCAR

The TCAR company is a subsidiary of the Transdev group. It has been delegated by the **Métropole de Rouen Normandie** metropolitan authority to **operate and maintain Rouen's public transport network** (tramway, bus, infrastructures and depots).

It carries more than **60 million people** every year, covering 11 million kilometres.

It employs **1,150 people**, operating and managing the Astuce network every day in 45 municipalities in the Rouen urban area. **It is also responsible for carrying out maintenance on the vehicles, buildings and property placed at its disposal**, selling tickets, and deploying external communication to customers. TCAR also contributes its expertise for improving and developing the network.

Maintenance: one of TCAR's main missions...

At TCAR, **more than 160 people working at two sites carry out daily maintenance** on vehicles and infrastructures:

15% of maintenance activities are however sub-contracted, in particular to take advantage of certain specific types of expertise.

The world of public transport has to meet specific requirements associated with **availability and safety of equipment, and also regulatory requirements, e.g.:**

- official **roadworthiness tests** by the relevant authority, triggered every 6 months, with pre-inspections for road vehicles
- **Apave and Bureau Veritas inspections** for electrical and pressurised equipment.
- **Traceability of maintenance work** (Government department) for guided transport.

CMMS, a central solution to optimise management of maintenance

In 2001, in advance of the changeover to the euro, TCAR started to look for a CMMS to replace the system it had been using for 15 years. The migration of this

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Company: TCAR - Rouen public transport authority

Sector: Public transport

Key figures:

- Work force: **1,150 employees**
- **160 maintenance operatives** on 2 sites
- **1,000 equipments items** requiring maintenance
- **250 buses, 50 vehicles**
- **27 tram cars**

Solution : OptiMaint





system developed in-house was causing some major technical problems (solution running in UNIX, export impossible under Excel). The changeover to the euro required a complete rewriting of the program, and the cost was unacceptably high.

The objective was to **perpetuate management of vehicle maintenance and extend it to the whole of the maintenance function**. The original scope was for management of the 250 buses only, but the tramway methods engineer quickly decided to include management of maintenance for the 27 tram cars. 15 years later, all of the activities had been integrated into the tool.

Migration to another solution also made it possible to **obtain a more modern vision of maintenance costs**.

« **We wanted to obtain clear coherent costs for each type of vehicle, and equipment item.**» points out Mr Holstein, Major Projects Manager at TCAR.

The project also encompassed recovery of the information from the 2 storage centres (and other auxiliary delivery points) and from purchasing.

OptiMaint: the ideal solution for optimum continuity of service

« **We were looking for a medium-sized off-the-shelf CMMS capable of adapting to our multi-faceted activities.** » explains Sébastien Holstein.

The requirement consisted in retrieving existing maintenance data and creating two interfaces with other software packages used by the company:

- **Integration of vehicle mileage in the CMMS,**
- **Transfer of invoices into accounting.**

It was also envisaged to create customised reports.

TCAR quickly decided to choose OptiMaint, a user-friendly comprehensive CMMS solution, managing several stores at a reasonable cost.

DIMO Maint reassured TCAR because of **its responsiveness and desire to adapt the software** so that all of the customer users could benefit from it.

The project methodology was fairly simple: **retrieve as much of the existing elements as possible, while considering which elements should be changed or deleted**. Here are the main stages of the project, in brief:

- **Transfer of the stores and purchasing chain on the euro changeover date,**
- **Switch-over of the maintenance teams,**
- **Deployment for teams not previously equipped with CMMS, such as body-builders and maintainers,**
- **Inspection and verification of satisfactory overall functioning (financial interface),**
- **Training of all the users,**
- **CMMS installation, team by team.**

Numerous advantages for TCAR...

Installation of OptiMaint enabled certain teams to **re-invest in CMMS** in particular because of its user-friendliness and information searching capacities. **OptiMaint gives a comprehensive view of the costs engaged and complete traceability of the obligatory regulatory and contractual maintenance actions.** "There is no figure for the return on investment, since the operation was a modernisation rather than an installation from scratch. **The more important question is how we would have managed if we were suddenly no longer able to use CMMS.**" concludes Mr Holstein.



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