



Part of Capita plc

## Keeping the tube on track

With a 10-minute slot to get the right team fixing London Undergrounds maintenance management team relies on paging and SMS messaging to get a people moving.

Not only has paging stood the test of time for London Underground, but during the seven years' PageOne's SMS messaging system Connect has been in use, it has been fully exploited in many emergency situations, including the 7th July London bombings. But day in, day out, its value is proven in simply helping to keep the tube service running on time.

The engineering operation team is a team of 14 highly experienced staff who monitor the hitches and glitches on the London Underground subsurface railway: the Metropolitan, Central, Circle, District, Hammersmith & City, Bakerloo and Victoria Lines.

Their job is to maintain the assets and infrastructure of those lines: the stations, track, fleet and signals, keeping them free from leaves, snow and flooding as well as being vigilant for problems, malfunctions and equipment failures. That's 24 hours a day, seven days a week, 365 days a year.

Based in the center of London, they are in constant contact with a large team of personnel who range from highly-skilled engineers to cleaning staff. One minute they

could be dealing with reports of leaves on the line, the next arranging the replacement of vital safety equipment.

To communicate problems and keep in touch with this large, mobile workforce, the CMO team uses PageOne Connect between 30 to 50 times a day.

Mike Booth, is the CMO's operational manager, engineering. He said:

**"If there's a problem, we have a 10-minute window to get the right people on the scene. So, we have to react to reports as quickly as possible and get people moving. That's where PageOne add value to our operations."**

Once the CMO is notified of an incident, it's assessed and then one of the team will use PageOne's Connect to contact the necessary maintenance crew and then keep all concerned updated on progress.

The team also uses PageOne's escalate service, which messages a list of nominated personnel until someone available, on call or 'on shift' responds.

"That's great as we don't have to keep calling different numbers and waiting for people to call us back," said Mike, who's also a fan of 'flash message', which lets an urgent message flash up on a phone's screen, taking priority over other messages.

**"The service has been quite remarkable at times and has helped to make our communications significantly more efficient. I'm not techie and it's very easy to use, with a simple template to update, and easy to navigate. "**

For further information call now on:

📞 0844 811 0070

✉ enquiries@pageone.co.uk

🌐 visit [www.pageone.co.uk](http://www.pageone.co.uk)

PageOne Case Study – Metronet

### 📍 Further Information

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