



Part of Capita plc

## On the right lines

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Train company relies on PageOne to get operational information to guards and managers.

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Communication is key when you're running a complex network of trains serving millions of commuter and long distance travellers through Greater London, the South and South West.

Thousands of messages are sent out daily from South West Train's information control desk to around 1,000 guards and approximately 200 duty managers to keep them up to date with how the service is running.

The information is vital to help them plan their work, respond to operational problems, keep passengers informed and generally provide an efficient service.

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**"PageOne messaging is a crucial part of our operation," said Operations Manager, Richard Davies. "All our guards receive a message every hour on the state of the service and we also send regular line and route updates."**

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"There could be 15 to 20 of those every hour so you can see how heavily we rely on messaging to relay this information. Paging is an efficient and effective way of doing this."

Operating from London Waterloo, South West Trains serves suburban London and runs routes through Hampshire, Surrey, Dorset, Wiltshire, Berkshire, Devon, Somerset and Cornwall.

Around 160 million passenger journeys are made on the route every year. PageOne has been providing messaging services to the company for a number of years and was recently chosen to set up a back up system for another control programme that integrates all fax, pager and SMS messages.

"If that system fails, PageOne provides back up lines so that we can keep the service going. We used it recently when there were problems with the system," said Richard.

Flexibility is another factor. PageOne allows the control centre to group contacts so that messages can be sent to the right people – important when users receive so many messages each hour.

The control centre can also set up and easily update a management address file to keep managers in touch. "It means we can quickly get in touch if we need our on call staff to be in a particular place at a particular time," explained Richard.

"It also keeps them updated on any operational problems and gives them advance warnings of incidents that might affect the running of the trains."

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**"Things change quickly in this environment and PageOne provides us with a system that allows us to inform our people and react quickly."**

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- » South West Trains sends thousands of messages every hour
- » PageOne's system gets the messages to key train and station staff
- » PageOne also provides a back-up system for control room operations

For further information call now on:

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

PageOne Case Study – South West Trains

### 📌 Further Information

Contact us now and discover what our mobile technology can do for your world.

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