

CASE STUDY



Southeastern Trains is part of the Go Ahead Group, providers of over a billion train and bus journeys every year and the UK's busiest rail operator. Part owned by Keolis, Go Ahead Group has 26,000 employees. South Eastern use Visual Planning to manage all of their driver training courses, including trainers, delegates, locations, rooms and SIMulators.

CUSTOMER PORTRAIT

South Eastern operates one of the largest geographical areas in the UK and was the first UK train operator to run a high speed rail link. Other franchises include Southern, Govia Thameslink and London Midland.

KEY FIGURES

	Southastern	Go Ahead
• Employees	4,100	26,000
• Daily Services	1,200	7,000

INITIAL NEEDS

Southeastern were after an efficient system to allow them to plan their skills training. Previously they had been using a spreadsheet which was a 'nightmare to manage' and cumbersome to negotiate. They wanted to create, store and manage data to allow for the measurement of service delivery. They also wanted a simple solution that allowed visibility and transparency to users. The system had to be a single solution, but suitable for both administrators and trainers.



SOFTWARE SELECTION PROCESS

Sarah Jones, Learning and Development Manager, spent 3 months researching the market before selecting 3 products for her short list. Visual Planning was finally selected due its flexibility of design, allowing Sarah to create what she needed, yet deliver a simple to use system for trainers.

The blank canvas and building blocks approach allowed for 2 solutions in one, a powerful back office management platform and a clean and easy to follow User Portal, both combining, in real time, to allow for constant up to date communication of relevant data to mixed audiences. The ability to provide only relevant information, when required, was key to retaining focus and improving effectiveness.

Tel : 01547 33 00 69

The One Stop Shop approach provided by Oakfield Software ensured a quick and efficient shift from development to roll out and Visual Planning configuration options removed many of the restrictions encountered in other solutions. The removal of the need to manage multiple spreadsheets, import data to perform a task and the delivery of a single solution approach were the final deciding factors.

RESULTS

“The most beneficial aspect to this project is that we now have data” said Sarah Jones. Trainers and administrators can now follow the training path of a delegate from induction through to leaving, review the number of courses run, dig in to see their effectiveness and quantify courses run, duration, dates run, etc.



Sarah estimates that she has made considerable time savings. Her monthly reporting used to take 3 days to prepare and now this has been “reduced to a morning, if that!” Of course, she now has the data to review and manipulate, providing her and her team with a better view on the department.

Trainers are more efficient, have more visibility of who is going to be on a course, where they are from and results can be entered instantly following a course. Access is now gained via PC, tablet or even mobile phone, from anywhere and at any time, allowing trainers to view their activities when it suits them.

Visual Planning has delivered data, communicates it effectively to staff in a format relevant to them, when they want it and allows transparency and an overall cohesion to the training schedule. Planning is set out well in advance with short term manipulation made easy due to the drag and drop user interface.