Austria
Service Contract ÖBB
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Challenges
Centralisation, automation and interoperable integration of signalling technology, control technology and operational information technology are the keywords in modern railway operations management. The availability of all systems plays a key role in order to be able to satisfy end customer needs for punctual and high quality transport services. In order to meet these requirements, it is essential for railway companies to pursue a predictive maintenance strategy. The aim is to avoid failures in the first place by means of preventative maintenance rather than minimizing negative consequences only after the damage has occurred.

Solution
The convincing advantages of rapid and competent troubleshooting by Thales in combination with proactive preventive measures led to a service agreement with Austrian Federal Railways (ÖBB) in 2008 covering the electronic interlocking ELEKTRA. In 2016, the service agreement was extended by Thales Operation Control Centres (OCC), Signal Controlled Warning Systems (SCWS) and security equipment for data transmission via public networks.

Benefits
• Guaranteed 24/7 availability
• On-site support within defined response and intervention times
• Value retention of the systems through optimal system support
• All-round carefree package with predictable transparent cost
• Efficient as customer personnel can focus on core business
• Fulfilling end customer needs through punctual and high quality transport

Scope of Service
Helpline and on-site service
The helpline is available to customers 24 hours a day, 365 days a year. In contrast to a pure call centre, the helpline is staffed with experienced personnel and system specialists who deal with enquiries and provide support. Support can be provided by phone, email or, if necessary, on-site. If the latter is required, on-site service is provided by qualified staff within a defined response time.

Preventive maintenance
The addressed Thales solutions are basically maintenance-free. However, preventive maintenance can have a positive impact on product performance and life-cycle cost. Access to the current field data is a key prerequisite for preventive maintenance. This is carried out via specific diagnostic devices, which collect the required field data and store them in a central storage. The captured data are analysed and statistically evaluated on a daily basis. In case of deviations from optimal conditions, recommendations for corrective actions are forwarded to ÖBB. Additionally, the collected data is used on an event-specific basis to evaluate operational processes and events.

Results
Currently, 2 OCCs (Linz and Salzburg), more than 170 ELEKTRA systems and more than 70 SCWS systems are integrated into the remote maintenance.

For dispositive route control systems (ARAMIS) separate service contracts with a similar scope of service are offered.