



Abellio Bus (London)

Abellio is a long-standing Freeway customer, having initially implemented the system at the company formation in 2009.

Owned by Dutch Railways, Abellio Bus runs bus services across London on behalf of Transport for London (TfL). The operator carries 150 million passengers per year employing 2,500 staff across 6 depots in Central, South and West London. Abellio entered the competitive London bus market in 2009 with the establishment of Abellio London following the purchase of buses from National Express. It was at this time that Abellio started its adoption of Freeway Fleet Systems.

At the time, the engineering team was under intense time pressure to implement fleet maintenance software quickly.

Initially Abellio introduced Freeway to manage and optimise maintenance operations and spares procurement for its London bus fleet and had been rolled out to more than 100 staff throughout the Abellio bus business at more than 30 separate stores at 6 London depots.

In 2017, the company extended its use of the system to provide an additional 120 workshop users with access via smartphone and tablet based electronic job-cards. This expansion was part of a wider Abellio IT initiative called Project Genesis that incorporated a number of business processes.

Today Freeway is used by Abellio to manage its bus fleet as well as ancillary vehicles and 220 additional assets such as lifts and tools.

Abellio typically raises 40 job cards a day across the operation resulting in allocation of labour for 370 individual jobs and the issuing of 300 parts. To improve efficiency, Abellio started the process of moving to paperless working in late 2018 with the introduction of mobile devices and a total of 160 tablets are in use across 6 London workshops.

For management, Freeway automatically generated reports provide high visibility of the engineering operations keeping management informed and a handy smartphone app is used to view and authorise purchase orders.

Managing labour is also a key application area with inspectors able to analyse the performance of individual technicians, assessing data entry accuracy and frequency to track productivity and performance issues.

Abellio has been accepted under the DVSA Earned Recognition scheme and Freeway plays a central role in managing compliance under the scheme; the system's Earned Recognition Tracker ensures compliance criteria are properly managed.

Freeway is also used for managing parts and stores stock control. The software has been used to improve the management of parts and materials ensuring accurate tracking and cost recording to enable benchmarking contracts and vehicle types as well as building whole life cost models.

In other developments, Abellio has installed large display monitors in the workshops to eliminate paper 24 hour sheets with a real-time rolling display showing jobs and their live status.

Future plans also include integration with Zenobe, the provider of charging and battery storage solutions for electric powered vehicles, and integration with Trapeze, Abellio's operations system.

