

GOING THE EXTRA MILE



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Working in partnership with train operators and asset owners, we take a holistic approach to fleet management – optimising maintenance and enhancing operations, with a clear focus on improving passenger safety and the overall rail travel experience.

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Our fleet management services provide customers with a range of proven tools and expertise to improve reliability, availability and cost-efficiency of their fleets and maintenance operations.

We achieve this through:

- Working collaboratively with customers
- Real time asset condition monitoring
- Cross-fleet knowledge sharing
- Proactive fleet management
- Use of integrated maintenance IT suite
- Proactive obsolescence management
- Planned asset upgrade road-maps
- Real-time Passenger Information Systems

Our ethos – The Evolution of Mobility

The Bombardier ethos puts the focus on both trains and passengers. So our fleet management service drives improvements to the fleet, the operations and the passenger experience:

- Tailored, bespoke services
- Optimised fleet performance
- Optimised maintenance
- Fleet availability matched to demand
- Availability and reliability guarantees
- Reduced technical and legislative risk
- Energy monitoring and reduction
- Effective train to shore communications

A wealth of experience with breadth of service

Bombardier's history, presence and experience within the UK rail sector put us in a unique position to offer a lifetime of support across a range of fleets – not just those we built. Our customers entrust us to support over 5000 vehicles across the UK with a range of fleet management services. Our services include:

- Depot design and provision
- Responsibility for availability and reliability
- Daily maintenance, refuelling and cleaning
- System overhaul and train upgrades
- Heavy maintenance
- Asset Information & Management (AIMS)
 - energy management
 - fleet condition monitoring
 - environment monitoring
- Fleet technical support
- Obsolescence management
- Material management and supply

Fleet Management

much more than maintenance

With a presence at over 30 service locations across the UK, we know the importance of locally supporting our customers, but for us that's just the beginning.

At Bombardier, we recognise that trains are a business asset. Our role is to ensure that train operators gain the maximum value from these assets at every level. So we work closely with our customers to ensure that the performance of their fleets is fully aligned with the operational requirements.

This could mean flexibility in the fleet availability to suit passenger demand or use of the fleet to deliver passenger loading or energy usage information. We apply our cross-fleet learning and fully integrated maintenance IT tools to the depot operation, ensuring it is both safe and efficient. But our fleet management service does not stop when the train leaves the depot. Our consistent project management approach and customer interface is supported by on-train riders, remote diagnostics and help desk support, with a central knowledge base that is accessible to all our depots.



Maximising the fleet's value to the franchise

Unlocking the knowledge needed to increase performance and reduce costs

The train as a sensor

Asset Data

Train

- Energy usage
- Condition monitoring
- System status
- Ride quality

Environment

- Infrastructure condition
- Weather conditions
- Communications signal
- FF CCTV

People

- Passenger loading
- CCTV incident recording
- Station dwell times
- Journey feedback

Route and operations data

Asset Information and Management Service (AIMS)

- Communications
- Data management
- Data storage
- Data integration
- Alerts
- Trend analysis
- Reporting/KPIs

Network infrastructure data

The train as a tool

Asset Intelligence

Fleet Engineering

- Maintenance optimisation
- Reduced material cost
- Reliability/availability
- Enhancement/upgrades

Fleet Operations

- Driving STET
- Delay attribution
- Stock control
- Energy management

People

- Disruption information
- Security management
- Real-time passenger information
- Real-time seat reservations

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BOMBARDIER
the evolution of mobility