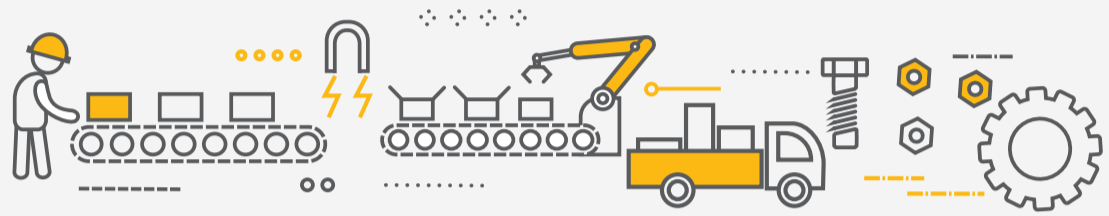# CHARTING THE COURSE TO A DIGITAL FUTURE FOR A LARGE RAILWAY COMPANY

One of the largest freight railroad networks in North America with more than 40,000 employees

Business Challenges

- Customer's existing business processes and application landscape were struggling to support their core transportation systems
- Lack of visibility into business operations & safety scenarios
- Sky rocketing costs due to software licensing and multi-vendor dependency
- Reduce risk on technology and skill as well as year on year cost of platform operations
- Inability to break organization silos and induce knowledge management in day-to-day work culture

Solution

- Engineered a digital technology platform by re-imagining the business processes to provide real time visibility into operations, improving safety & customer experience
- Standardized user interface to provide responsive and consistent user experience for external & internal applications
- Leveraged open source technologies to reduce vendor lock-in
- Customized legacy modernization & integration framework to allow legacy & digital to co-exist and integrate. Utilized platform based development approach by leveraging service-oriented architecture & complex event processing
- Adopted proven industry standards and frameworks (BIZBOK, TOGAF, and SAFe) to build a model for end to end technology strategy
- Recommended DevOps maturity model specific to customer's environment & culture in a bid to break organizational silos

Impact

- Orchestrated a technology strategy to help sustain the program and make the digital platform obsolescence-proof for many years
- Competitive and functionally advanced transportation system owing to the digital tech platform
- Significant cost reduction by moving heavy mainframe system
- Minimized risk to core business operations
- Realized process improvement KPIs and better ROI due to incorporation of DevOps maturity model across the enterprise

Write to us at **digitaltransformation@hcl.com**