



ABOUT LUXTRAM

Luxtram is a new organisation formed to operate the tram network across the City of Luxembourg.

Although Luxembourg has had trams since 1875, it's in the process of reintroducing them to its transport infrastructure. Construction work began in 2016 and when fully operational will have 24 stations connected by 16km of tracks, with a capacity of 10,000 passengers per hour in each direction.

The second generation of trams has entered its final phase with a tram service being constructed along a new route that will, by 2023, run from Luxembourg Airport to the new business district in Cloche d'Or.



HIGHLIGHTS

- Luxtram gains 360° management of its maintenance and intervention work across the new tram network in Luxembourg
- Integrated SAP Plant Maintenance provides innovative solution for centralised, reliable and real-time data management
- Resource planning enabled from a simple, user-friendly application

NEW TRAM NETWORK USES SAP PLANT MAINTENANCE TO MANAGE AND SCHEDULE ACTIVITIES

CHALLENGE

With 11 stations and 9 trams in the initial phase, increasing to 32 or more trams, Luxtram would be managing all the maintenance of the infrastructure, buildings, equipment and tracks as well as the power supply elements.

The company had already selected SAP to help them manage this large and exciting project and was using SAP's ERP solution with the Finance (FI), Management Control (CO), Investment Management (IM), Purchasing – Stocks (MM) and Human Resources (HR) modules. But it was looking for a technology partner that could manage the integration of the SAP Plant Maintenance module that would support the following areas of responsibility:

- Knowledge and traceability of infrastructure equipment, buildings and rolling stock, and geographical locations
- Cost optimisation, inventory management and identification of various points critical to maintenance
- Control of the availability of maintained equipment and the efficiency of operations for corrective maintenance and subcontracting
- Resource management and information flows.

SAP PM needed to be configured in a way that would represent Luxtram's organisational structure and include the location, planning and technical positions of maintenance to give the company the ability to manage both internal and third party maintenance (performed by

subcontractors). The internal maintenance carried out by Luxtram is curative and preventive, including both troubleshooting and scheduled maintenance operations.

"This was an opportunity for us to have the right technology in place to support the new tram system and ensure that people are transported around Luxembourg safely and securely," says Frédéric Guinchan, Chief Financial Officer, Luxtram.

SOLUTION

Following a tender process SOA People was selected for its SAP expertise and its credibility and experience in tramway/transportation knowledge.

SOA People was responsible for the implementation and integration of the SAP Plant Maintenance (SAP PM) module and its features that would be used to manage the maintenance of the entire rolling stock, infrastructure and buildings.

With a short time frame of six months SOA People worked closely with Luxtram to provide

a user-friendly and simple solution that would seamlessly integrate SAP PM into their existing SAP ERP. Once integrated SOA People carried out a pilot and provided start-up assistance together with training and documentation for best practice and standards that would efficiently address the company's maintenance management needs.

Key to the success of the project was to enable traceability on interventions carried out both internally and externally, and to adequately ensure that this took place by technicians with the necessary skills and accreditations. SAP PM lets Luxtram manage the different roles and responsibilities and relevant system access controls across differing functions.

Frédéric explains *"We now have control and traceability of the tram network and can organise the planning of our maintenance teams. The teams can view all the sections assigned for maintenance at a given time and can easily plan their routes together with the materials, spares and people required."*

Luxtram can monitor the frequency of interventions, response times and subcontractor

management. The system also allows them to manage maintenance stocks as well as the spare parts stores and is accessible by subcontractors.

Information flow is now more seamless as communication between the maintenance and operations teams is defined and communication is easier, enabling needs to be identified and addressed quickly.

SOA People also provides support tailored to Luxtram for the maintenance management.

"Information flow is now more seamless as communication between the maintenance and operations teams is defined and communication is easier, enabling needs to be identified and addressed quickly."



BENEFITS

Centralised information flows and report generation for analysis: The system provides easy to access information so Luxtram can plan all their maintenance requirements from one central system.

Control and traceability on intervention management: *"Luxtram has complete oversight of all required maintenance including detailed planning and monitoring of timings and curative and preventive maintenance interventions,"* continues Frédéric. *"It ensures that this takes place by staff or sub-contractors with the required skills and accreditations."*

Optimised resources: Luxtram can manage different roles and responsibilities, work schedules and availability of skills and resources, as well as manage the equipment, tools and spare parts.

Transfer of skills from SOA People to Luxtram staff: The Luxtram team was quickly up and running and autonomous in the management of their new SAP PM module thanks to the training and documentation for best practice and standards provided by SOA People.

WORKING WITH SOA PEOPLE

"Co-operation worked really well with the SOA People consultants and communication was good. There was respect both for the timings and budgetary requirements of our project and this was really important. As such, the project was a success."

Frédéric Guinchan, Chief Financial Officer, Luxtram



CONTACT:
info@soapeople.com
www.soapeople.com

BELGIUM
+32 2 389 45 00

FRANCE
+33 1 41 45 63 00

GERMANY
+49 7243 / 6059-1-0

LUXEMBOURG
+35 2 26 31 72 00

THE NETHERLANDS
+31 30 609 58 00

