# Transport for London enables better customer service with mobile workforce solutions

> **"** *The space we used in the past for ticket booths [is] now generating revenue.* **"**

**Andy Pusey** | Application service delivery manager | Transport for London

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**Transport for London**

**31MM**
passenger journeys daily

**4,500**
industrial assets managed

**50%**
monitoring increase projected

## Business Challenge

Transport for London (TfL) runs London's public transport system, including the London Underground, above-ground trains, buses, taxis, trams, and boats. To modernize the Underground, TfL launched the Fit-for-Future Stations project, which applies leading-edge technologies to automate processes, support electronic payments, and keep passenger-operated devices running smoothly.

The project focuses on greater mobility for the station staff so they can come out from behind the ticket windows and spend their time in the concourse. Armed with mobile devices, they are continuing to handle their traditional responsibilities while also being available to answer customer questions and solve transport issues.

## BMC Solution

TfL agents use BMC Helix Digital Workplace to receive notifications when passenger-operated devices need servicing. BMC Helix ITSM and the BMC Helix Configuration Management Database (CMDB) manage incidents and relay alerts and notifications to the appropriate people.

## Business Impact

The BMC solutions are improving productivity by enabling agents to take care of routine tasks in the concourse more quickly while also improving the customer experience.

- **Mobile alerts and notifications for 4,500 ticket vending machines, turnstiles, gates, and other devices** accelerate tasks such as replenishing ticket stock and fixing jams.
- BMC Helix Digital Workplace will easily **scale to support an expected 50 percent increase in devices monitored** as TfL expands the Fit-for-Future model to other transport systems.
- Cost savings and the ability to generate **new revenues are positioning TfL for its transition to self funding.**

> *We're leasing out space for commercial use, such as coffee shops, boutiques, and newsstands.*

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**Learn more:**

🌐 Visit the BMC Helix web page

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