Driving security and compliance for railway operators

ScotRail uses groundbreaking O₂ Smart Compliance to protect the public and employees.

Using smart technology to meet compliance needs

Railway operators have an obligation to protect customers and employees while they're on railway property. But they also need to be able to prove it, with auditable records to show that safety and security checks are carried out. Traditional paper-based procedures are no longer sufficient and operators are turning to technology-based solutions.

ScotRail needed a digital solution to help them align with the Department for Transport's requirements and standards for security. They presented O₂ with a wish list, including real-time information, time-sensitive prompts and tamper-proof records.

Real-time information on the move

O₂ Smart Compliance, powered by Over-C, is a unique solution that combines hardware and software to help improve safety measures and meet security and compliance requirements. It identifies the risk levels of different zones within a station and outlines methods for checking each one.

Security patrols are tracked and workers receive prompts via their devices to remind them to check each zone. These are then signed off and their status recorded. Notifications and an online dashboard gives full transparency of operations, allowing managers to check that all security procedures are carried out as required.

More efficient security and compliance

With no paper trail, employees can carry out their duties while they're on the move so they don't have to take time out to complete forms, which means they have more time to spend with the public. There's less susceptibility to human error, and with a secure audit trail, ScotRail can fully meet compliance levels with a system that's quick to implement, easy to use and cost-effective.

more for you O₂
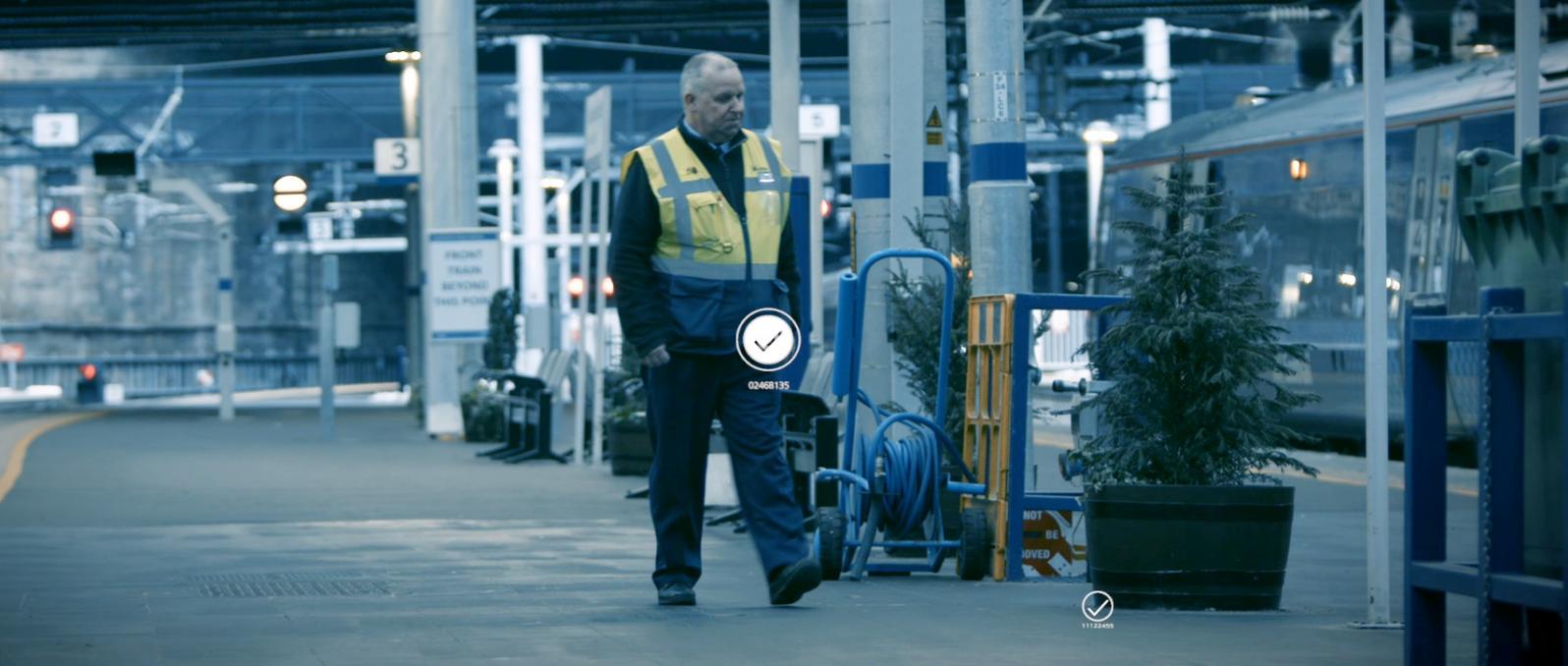
Protecting customers and employees

The latest Department for Transport requirements and standards for rail safety and security has increased the onus on railway operators, requiring them to go beyond hourly patrols. More attention needs to be paid to areas considered most at risk, such as turnstiles, platforms and areas with low visibility – colour coded red, amber or green depending on their perceived threat level.

O_2 worked with ScotRail to tailor Smart Compliance to their requirements. "Compliance, along with safety, are priorities for us," says George Allan, Head of Major Stations, ScotRail. "We had issues with staff not complying with security checks due to complacency and being distracted by other tasks. So we looked at ways to make it easier for them to carry out all their tasks.

"Smart Compliance drives our people towards a specific area where their handset alerts them and lets management know that the check has been carried out. O_2 were able to tailor the solution to our requirements, such as identifying specific areas that we knew carried higher risk than others."

ScotRail were impressed by the system's proactive nature. "Operationally, it means that the people who are doing the checks, know exactly which zone they're going to be in," says Stephen Elliot, Security Manager at ScotRail. "It's got in-built reminders so if someone's missed a search time in one of the red zones, the system will push a reminder to the device.

And with our onscreen dashboard we can physically see when each zone's been searched, and who's searched it. We use analytics to help improve our procedures and as a paperless system it's recorded, audited, and it can't be manipulated, so we know that our system is secure."

Following an initial trial, the system was rolled out across ScotRail's busiest stations, and quickly accepted by our people. "We got the unions involved early on," adds George Allan. "So they could see the system wasn't designed to catch people out, but to empower and protect our people. And they agreed."

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It's taken a lot of pressure off us regarding compliance and it's created better relationships between management and staff.

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George Allan, Head of Major Stations, ScotRail

O_2

First system of its kind

O$_2$ Smart Compliance is flexible and can be adapted to include new stations, additional zones or other operational checks after deployment. It can be used with any device or network and it's not limited to the rail industry, as it can be adapted for use in virtually any sector where regular checks are taking place.

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> We worked with ScotRail to tailor O$_2$ Smart Compliance to their specific requirements, but it can be deployed across multiple industries, multiple sectors, and adapted to the bespoke requirements of a customer.
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> **Jon Beamish, O$_2$ Client Manager**

Benefits of O$_2$ Smart Compliance:

- **Real-time information** – available to managers through notifications and dashboards, allowing rapid corrective actions and decision making

- **Capture digital data and multimedia on mobile devices** – including pictures of unattended baggage, maintenance issues etc

- **No need to physically scan sensors** – location tracking shows where employees have checked areas, reducing risk of human error and improving performance targets

- **Information is authenticated and tamper-proof** – provides more robust compliance

- **Protects individuals by logging their activity** – staff can demonstrate that they've completed the required checks

- **Full transparency of operational activities for management overview** – clear picture of risk

- **Analytics** – helps to improve services and correct flawed processes

- **Safer stations** – and greater customer reassurance

- **Paperless records** – removes the need for physical storage costs and admin

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About ScotRail

Scotland's largest railway operator.

ScotRail is Scotland's national rail service provider, operating as part of the Abellio transport group. It provides most commuter and long-distance services within the country. It operates around 2,300 train services each day and delivers over 93 million passenger journeys per year. It employs more than 5,000 people and operates 353 stations across Scotland, each of which is subject to its own unique series of compliance, safety and security checks to protect both customers and employees.

About O$_2$ Smart Compliance

Innovative and unique security and compliance solution.

O$_2$ Smart Compliance, powered by Over-C was developed for the rail industry, but works equally well for other industries, including other passenger services, business services, retail, leisure and utilities. It's easy to install, and easy to use, delivering core benefits of improved productivity, efficiency, safety, security and compliance. The key business change enabled by O$_2$ Smart Compliance is increased transparency of operations allowing risks to be understood and mitigated.

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The support from O$_2$ has been tremendous from day one. They created a product that's bespoke for every location and it works brilliantly.

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George Allan, Head of Major Stations, ScotRail

Read more customer stories at:
www.o2.co.uk/enterprise/insights

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