



# Banverket, Sweden

Simplified, efficient duty planning



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**Jörgen Larsson**  
Systems Administrator  
Banverket, Sweden

## BUSINESS PROBLEM

Banverket is responsible for operations, maintenance, timetables, security, passenger information and regional and inter-regional rail traffic throughout Sweden. With 3400 freight and passenger trains per day on 10,000 km of track, the organisation has eight separate traffic control centres and more than 100 stations. For many years, infrastructure services were managed by state-owned Sveriges Järnvägar (Swedish Railways). In 1996, Banverket was created as an independent business and was no longer able to use the centralised personnel and daily operations software system.

## GOALS

Facing severe time pressures, Banverket needed to install a planning and operations solution that could handle large daily and monthly duty planning volumes and ensure no unassigned duties for its

maintenance, traffic and administration staff. More important, however, the software needed to run on a single, common database to ensure data consistency, reduce data entry times and extract information from different program modules to generate reports, statistics and lists.

## SOLUTION

In 1997, following an extensive tendering process, Banverket selected Trapeze Software as the supplier which could best meet its extensive system requirements. The Trapeze duty management system was fully operational within five months and the organisation credits detailed planning and professional project management for the rapid implementation.

Banverket soon realised it needed an addition tool that could plan and display employees assignments over a longer period of time. Working closely with

Banverket staff, Trapeze developed its Month Planner application which matches human resources with long-term projects. Both applications record and attempt to accommodate employee preferences for shifts, time off and types of work.

## RESULT

Since implementing the Trapeze system Banverket has been able to manage its duty planning and assignments with half as many as staff as previously. In addition to being able to redeploy planning staff to other critical functions, the organisation has shifted most of the payroll work to the remaining planning staff, has reduced its payroll office to just two employees. The Trapeze software exports wage data to a third-party payroll system.

"The functionality of the Trapeze system is fantastic. It is incredible what you can do in the month and service planning systems," explains Banverket System Administrator Jörgen Larsson.

Originally, Banverket's duty planning was a centralised function; however, a restructuring has since shifted responsibility for planning to individual departments. The Trapeze system has scaled easily to accommodate the larger number of users throughout the organisation.

## SNAPSHOT

<b>Number of employees:</b>	1100
<b>Number of trains pr. day:</b>	3400
<b>Type of operation:</b>	Responsible for the railway system in Sweden
<b>Trapeze Products used :</b>	Trapeze Duty Manager, Trapeze Roster, Trapeze Month Planner, Trapeze Absence Planner, Trapeze Account, Trapeze Business Info

**BOTTOMLINE**

Satisfaction with the system is so high that duty plans and daily operation management for a further 50-100 employees will be done using the Trapeze system. Banverket has also been satisfied with Trapeze support services. "We have always received good, fast support, and we find that the development of the system is driven by the customers' needs and in a dialogue that takes place in part at the annual user conference," Mr. Larsson says.

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