

Downer NGT Network Operations Centre



Client: Downer
Location: Perth, WA

Commencement: 2003
Contract Type: Maintenance Ongoing

Capability Groups: Network Operations, Workforce Management and Network Systems Monitoring

Completion: Ongoing
Contract Value: AUD\$112.5 million

Overview

The Downer NGT Network Operations Centre (NOC) was established as a single point of contact for customer enquiries, service requests and escalations for public transport solutions awarded to Downer. Solutions include smart payments for several state and territory public transport ticketing systems.

Job allocations for IT engineers, field and workshop technicians are managed through the NOC Service Desk.

Network and systems monitoring tools and strategies ensures any issues are resolved quickly and have little to no impact on patron and client operations.

Scope

2003: WA PTA (SmartRider)

2009: ACT Government (MyWay)

2010: NSW Government (Opal)

2016: WA PTA Real Time Tracking System (RTTS) and Dynamic Stand Management System (DSMS), Australia's first dynamic stand management operating similar to an airport terminal.

Project Challenges

Strict Key Performance Indicators and Service Level Agreements are in place as AFC devices communicate frequently due to the real-time data requirements over a mixture of Ethernet and Wi-Fi networks across fibre networks and 4G networks.

Metrics included:

- 8,600 bus and ferry (SC) validators
- 85 bus depots
- 130 rail platform (SC) validators

- 200 (SC) enabled rail automatic fare gates
- 120 (SC) point of sales terminals
- 600 handheld (SC) readers
- 175 ticket vending machines
- 30 (SC) add value machines
- 40 servers
- 250 access points
- 200 switches and routers
- 40 tablets

How We Managed This

In order to achieve zero downtime and zero loss of data, ITIL best practices have been implemented to align IT services and workforce management through IT service management. By optimising our use of cloud computer, IoT and network monitoring software, automated alerts are generated when faults occur. Tasks are raised through our in-house service request web and mobile application and actions are recorded, tracked and reviewed in real-time allowing for better communication across all escalation points.

Zero Harm

Close management of its suppliers and reviews of their health and safety systems ensured an excellent outcome.

- LTI's: 0
- MTI's: 0

For more information

Call us today on **1800 DOWNER**

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