

Urban mobility

Quality and safety in Fertagus with Power Apps



Fertagus, a Grupo Barraqueiro company, is the first private train operating company to manage and commercially operate a railway line in Portugal.

The company operates a route of approximately 54 km between the city of Setúbal and the city of Lisbon, currently serving 14 railway stations, 10 on the south bank of the Tagus river and 4 on the north bank, for which the total travel time from Setúbal to Roma-Areiro is 57 minutes.

Fertagus was responsible, before the current pandemic, for about 98 thousand daily trips between the suburban regions of the south bank of the Tagus river and Lisbon.

With the brand's strong concern for safety and sustainability, the development of a mobile application for train drivers was a crucial measure to maintain the quality of service and the safe mobility of its passengers.

The challenge

With the need to maintain the highest security standards, Fertagus needed a more up-to-date solution to replace the Windows 8 application that was being used by the company's train drivers.

Therefore, Xpand IT developed an application that would allow Fertagus train drivers to consult the general condition of the fleet or, in other words, to check the conditions for carrying out their work.

On the other hand, it was necessary that the application serve as an online channel to allow train drivers the reporting of all information on anomalies in the fleet to the maintenance services.

- The application would also ensure the dissemination of all relevant information necessary for the train drivers to carry out their job, such as, for example, safety regulations.

With this solution, the company would be able to have a digital medium responsible for centralising information regarding the general condition of the fleet and ensure updated information for train drivers.

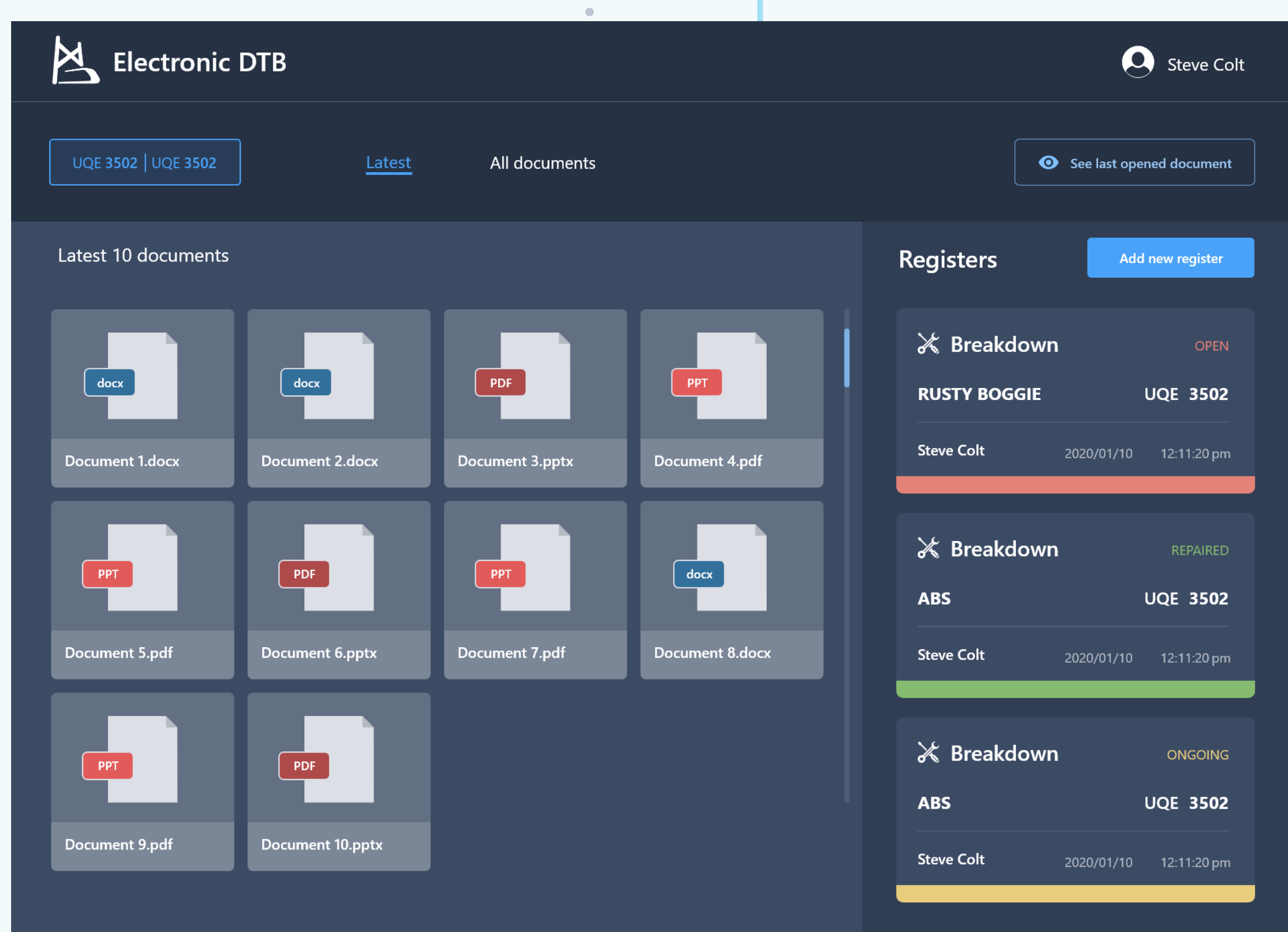
The solution

Using Microsoft Power Apps, Xpand IT developed a mobile application for tablets, capable of operating as an information centre concerning the general condition of the fleet.

The mobile app aims to ensure more up-to-date information on the available fleet for train drivers, in order to guarantee they can perform at their best, especially with regards to safety.

Besides this, it was fundamental to design an intuitive, modern, user-friendly interface so that train drivers could make the most of all the available features.

The final goal was to build a modern, agile work tool for train drivers, taking advantage of up-to-date technologies.



Home screen

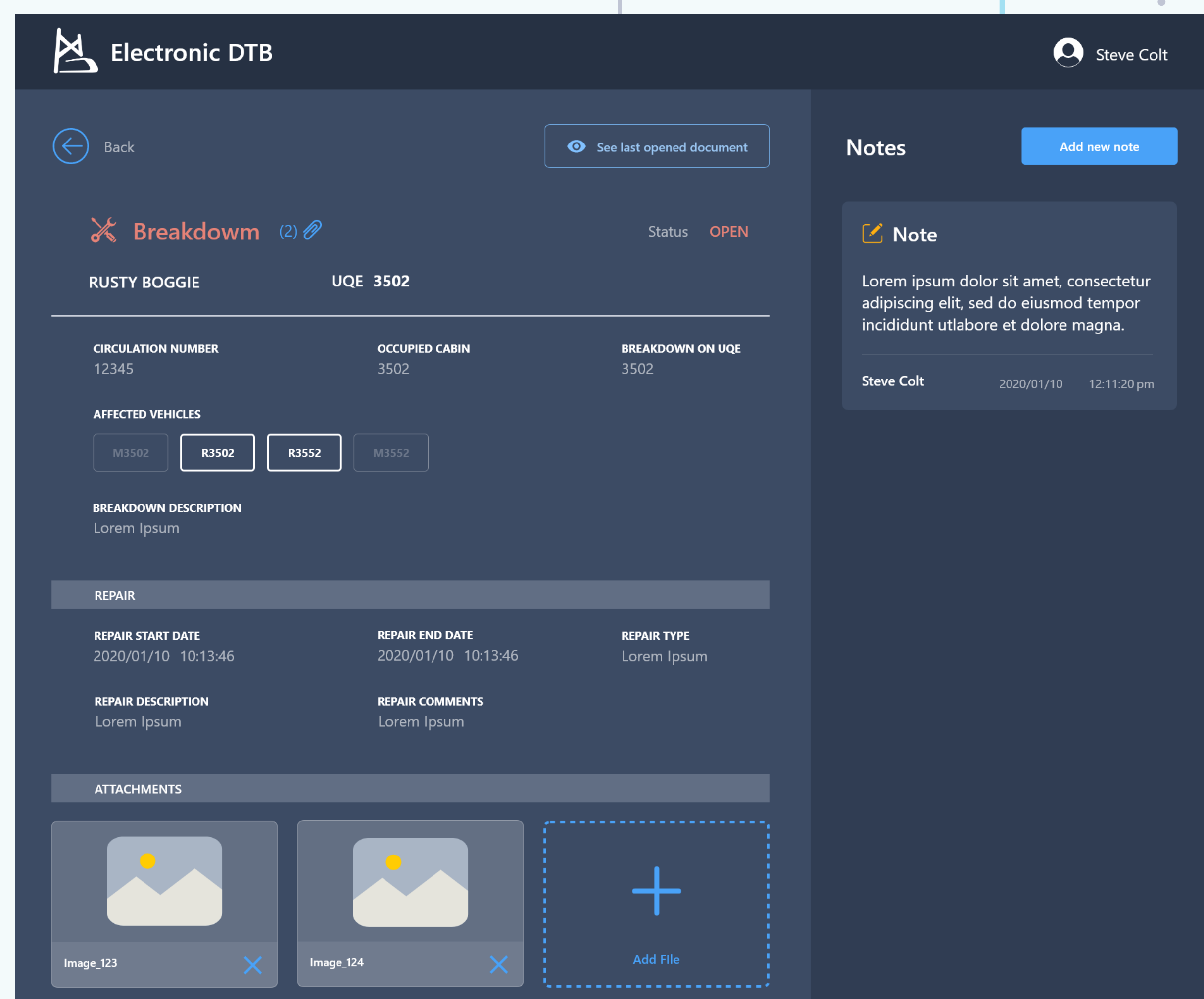
- Consult open tickets for any given unit in circulation
- List of documents for a unit in circulation
- Preview of a specific document

New Support Screen

- Open a new ticket

Support Ticket Detail Screen

- Support ticket details
- Add notes to specific tickets



Technology

You can create multiplatform applications by using Microsoft Power Apps and address different internal company scenarios in a faster and more efficient way.

By taking advantage of the native integration with the Office suite, it is possible to greatly reduce the time to market for these applications while guaranteeing their usability and performance.



Benefits

Guarantee updated information for all Fertagus train drivers

Centralisation of information about the available fleet in a single application

Complete digitalisation of an internal process crucial to the company's day-to-day business

Immediate reporting of anomalies, offering the company complete and accurate information about the status of its fleet

“ Our focus is to ensure that train drivers have the necessary tools to ensure the highest standards of performance and safety, as this is what defines the quality service that passengers can enjoy when travelling on Fertagus' trains.

In partnership with Xpand IT, we've developed an application using Microsoft Power Apps technology which allows train drivers to consult updated and accurate information on the fleet and also report technical incidents to maintenance services. At the same time, it provides our drivers with updated regulatory information, eliminating the need to print these documents.

With Microsoft Power Apps, this application's time to market is much shorter, allowing the app to run in record time and still be agnostic of the device operating system, ensuring greater longevity of the solution.

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Paulo Cerqueira
Administrator



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