

On the Road to Peak Performance.

A public transport company finds their driving force in Cloud Services.

Situation

Public Transport and Tourism company Transit Systems is focused on keeping cities on the move. For the past 25 years, the Australian-owned business has operated transportation fleets throughout Australia, the United Kingdom and Singapore. Keeping large bus and ferry fleets operational 24/7 is no easy task. To achieve this, Transit Systems relies heavily on its IT infrastructure that supports everything from scheduling and staffing to maintenance and planning. Any outages that occur can have nasty knock-on implications for passengers.

Solution

Refresh and relocate

When the company's contract with its existing data centre provider was nearing its end, the IT team wanted to take the opportunity to refresh and relocate their resources. While they weren't looking to shift everything to a public cloud provider, they did want to take advantage of private cloud capabilities. They needed an option that would give them greater reliability, and ideally save them money at the same time.

Warren Read-Zorn, Transit Systems' CIO, says the team was initially planning to move some of their infrastructure to Amazon AWS or Microsoft Azure. However, in hope of consolidating two existing data centres into one, he did a market test with Macquarie Cloud Services. It turned out to be a great fit, and so the decision was taken to migrate the business's production disaster recovery (DR) storage backup to Macquarie Cloud.

"The data centre transition was seamless," he says. "I've completed a number of data centre transitions in the past, and this is by far the smoothest I've ever been involved in." Warren Read-Zorn says the transition and ongoing smoothness of operations is a result of the responsiveness of Macquarie's hub of dedicated Australian-based engineers, known as the CMND team. "Even when tight deadlines needed middle-of-the-night calls, the CMND team were always available," he says. "Macquarie Cloud Services having all data centres and support teams onshore in Australia was a key factor in Transit System's choice."

Having a single point of contact for all services has been a huge improvement. We now have all our accounts under one pane of glass.

Warren
Read-Zorn, CIO,
Transit Systems



Customer story

Transit Systems Cloud



✓ Results

Significant business benefits

Once the data was transferred, the company saw instant benefits beyond what was anticipated. The transition to Macquarie Cloud Services improved the capability of Transit System's staff and made them much more efficient. Hours that would have been spent locating and managing data could now be focused on problem solving and system improvements.

Also, by bringing all data together under one digital roof, Macquarie was able to help Transit Systems safeguard its IT environment and reduce duplication. With all data now readily accessible, Transit Systems could focus on using it to support its biggest priority: the customer experience.

A well-oiled technology platform

Thanks to Macquarie Cloud Services, Transit Systems now has an IT infrastructure in place that can support operations around the clock. Updates of location, speed, and passenger interactions are collected from every

fleet vehicle at ten second intervals, and this data is used to fine-tune the bus routes and identify and address any potential challenges before they become full-fledged problems.

With the new platform bedded down and fully operational, the company is now planning for ongoing growth. The IT team recognises that artificial intelligence (AI) will become an increasingly important element in operations and, as a result, the need for cloud data storage and processing capacity will continue to increase. The company is currently working with a university to build a team to develop AI for better insight and data analysis. AI tools will be used to more efficiently manage the bus and ferry fleets to ensure performance is enhanced while costs are constrained.

With Macquarie Cloud Services as a valued partner, Transit Systems is confident it has an IT infrastructure that is ready for the future.

Here's how Macquarie Cloud Services makes things better for Transit Systems:

- ✓ Real-time data collection allows the Transit team to have accurate, up-to-date information on every bus in their system, at any time of day or night.
- ✓ Fully Australian support teams offer round-the-clock access to localised technicians for any issue that arises.
- ✓ Consolidating their data with Macquarie Cloud Services has reduced duplication, improved efficiency, and freed up Transit staff to focus on customer experience.
- ✓ A platform that is fully operational and ready for future growth.

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Warren Read-Zorn, CIO, Transit Systems