CASE STUDY : Traffic Solutions LTD.

Traffic Solutions Ltd, an ISO accredited company, was established in 1997 and has become Ireland's leading company specialising in the installation and maintenance of traffic control systems to Local Authorities and civil contractors throughout Ireland. The Company manages almost one thousand road traffic-signal installations and Control & monitoring Systems located in various County Council offices across the country.

The Company has a proven track record of providing the highest level of service from its regional offices. Traffic Solutions partner with the industry leaders in the manufacture of advanced intelligent transport systems products including Siemens and GATSO.

CHALLENGE

In 2012 before their use of GeoPal there was a number of challenges facing Traffic Solutions primarily based on their use of paper in the field. All field work was carried out on a purely manual paper based system of faxes and hand written inspections and maintenance paper sheets which was all then manually inputted (re-keyed) by the field engineers when they were back in the office.

Thus the largest challenge leading from this was the time wasted by the engineers on paper work which amounted to at least one full day every two weeks for each field engineer - which is 10% of their working time. This paper-based delay had the knock on effect of delaying internal and external customer reports and associated invoicing (by up to two weeks).

SOLUTION

In 2013 Traffic Solutions met with GeoPal and started implementing a GeoPal system that would replace the Engineer inspections and maintenance forms in the field. This had an immediate impact and led to a 10% saving in the field engineers work time with a consequent increase in productivity and efficiency, plus it now also means that internal and customer reports were available in real time and this also had an effect on dramatically reducing and eliminating the existing invoicing delays from in some cases weeks to days.

Led by this success in 2014 Traffic Solutions extended the use of GeoPal into new areas starting with (1) Moving all their Health and Safety forms to GeoPal (2) Supporting on GeoPal all site equipment inspections (3) Using GeoPal for the receiving of goods (scanning of equipment into goods) (4) Using GeoPal for time sheets and finally (5) the ability to give customers access to on line real time reports of the status of equipment. These had the further effect of reducing costs and increasing efficiencies. All field-based paper was now eliminated.

We have achieved an increase in field worker productivity of more than 10% and eliminated all field paperwork.

Paul McGoldrick, MD Traffic Solutions Limited

SOLUTION

In 2015 building on this continued success Traffic Solutions purchased GeoPal's IoT /M2M module to directly address and resolve one of the remaining pressing issues.

There was a growing and considerable need to improve the response time for in-hours and out of hours handling of field Traffic Signal fault reports.
The challenge was that if a Traffic Signal developed a major fault it needed to be manually reported (usually by the Police or the Local Authority) to Traffic Solutions before a field service engineer could be dispatched.

This delay could lead to hours or indeed days before Traffic Solutions where even informed there was an issue with a Traffic Signal. In addition Traffic Solutions wished to be much more proactive about maintenance and pro-actively monitor traffic signal alarms and address minor alarms before they grow into causing a complete outage of a Traffic Signal.
In Traffic Solutions 2015 started to use GeoPal's M2M/IoT module to collect alarms from all traffic signals via the GeoPal IoT/M2M IoT interface. 100% of (Traffic Signal) Assets out of service are now back in service within the contract time related to a definite fault event time. In addition to proactivity monitoring alarms this had led to an increase in Traffic Signal asset availability.

BENEFITS

- Increase in field worker productivity of more than 10%
- 100% of field paper work in now eliminated
- 100% reliable fault event times
- 100% of (Traffic Signal) Assets out of service are now back in service within the contract time related to a definite fault event time.
- Invoicing delays from in some cases reduced from weeks to days.

GeoPal is so flexible its usage is down to your imagination .

GeoPal has led to a 100% of (Traffic Signal) Assets out of service are now back in service within the contract time related to a definite fault event time.

Paul McGoldrick MD Traffic Solutions Limited