

Case Study

A customised online Rail Compensation Process using available configuration in an existing system



Critical process with thousands of transactions to process



No standard functionality available in current system



Software vendor proposed an expensive 30-day project

CLIENT CHALLENGE

Many Rail Franchise organisations implement the 'Delay Repay Scheme' across their operating companies. The 'Delay Repay Scheme' allows rail customers to claim compensation if their train is delayed longer than 15 minutes.

Our client faced an issue when trying to implement 'Delay Repay' in their current financial system to record individual transactions as there was no standard functionality available. With thousands of customers to compensate, this was an important process to get right, however the software vendor proposed an expensive 30-day project.

THERE MUST BE A BETTER WAY?

Our solution...

We created a new cashbook repository dedicated to 'Delay Repay' payments, handling all transactions online. New transaction types were created to allow various payment options and automated functionality was included to highlight to the team where payments were unsuccessful.

Data is now easily imported into the finance system and automatically validated with full approval and audit trail visibility.

Case Study

Analyse & Identify, Design & Implement and Assist

WHAT WE DID

- We discussed process requirements with client in detail
- Our experts analysed the existing system capabilities
- During discussions, Escone scoped and documented a potential solution that would fit the client specific needs
- Once a 'best fit' solution was identified, we developed a proof of concept
- The proof of concept was then demonstrated to the client, where we highlighted the benefits of the solution
- On client approval, the Escone team implemented an efficient online solution to streamline the process and improve the application

ADDED VALUE

- The system was delivered without the need for developing bespoke additional software
- New online process developed in 5 working days
- Significant savings were made by investing in the existing system capability
- Minimal manual effort now required which reduces human error
- Increased efficiency
- Improved reporting capability for finance team
- The new online process has been so successful, it has since been implemented across all operating companies within the franchise

WHAT THE CLIENT SAID

"Escone Solutions has truly transformed our 'Delay Repay' process. They made sure they understood our needs and got to grips with our existing systems and processes in order to extend our functionality to improve efficiency and accuracy. Our process is now streamlined, easy to report on our operations, ensuring we can continue to support our customers as effectively as possible."