

SUPPORT PROFESSIONAL ACTIONS IN IMPLEMENTING A NEW DIGITAL TOOL



Société Nationale des Chemins de Fers (SNCF)

Staff: 12,000 controllers

Activity: Rail transport

Network involved: TGV (high-speed), TER (regional), Transilien (Paris area) and Intercités (national non high-speed)

Deployment: National

SNCF

**12000
CONTROLLERS**

2016
START OF
A COLLABORA-

MODERNISE PROFESSIONAL EQUIPMENT

Launched in 2016 the **COSMO project** (Control and Services when MOBILE) covers 4 SNCF activities: TGV (high-speed), TER (regional), Transilien (Paris area) and Intercités (national non high-speed).

The aim of this project is to **replace all tools used by controllers** by a single application. The hardware used so far was reaching its end of life and the application had become obsolete.

In October 2016, the SNCF launched a public call for tenders. In this call for tenders, the SNCF included **a porting solution** to be deployed at the same time as the hardware and thus provide a turnkey solution for users.

Defining the challenges

During summer 2017, the **solution provided by Quadria** was selected with the chosen terminal being **the EF Bluebird501**.

With this tender, **MOBILIS® met the porting solution** with the required specificities: customisable, quality, ergonomics, safety.

MOBILIS®'s expertise and our ability to provide **a tailor-made solution** are well-known to the SNCF. From a previous collaboration on the Accelio project (2006), the SNCF confidently approved this new partnership.

The hardware selected includes the Bluebird Terminal, a Nepting electronic payment terminal and a Bixolon printer.

To support this new equipment, the SNCF wanted to include a porting solution for its controllers, which **would adapt to the different professional operations they have to carry out, the user preferences and various physical features**.

More importantly, these accessories **must be secured to fight against possible attacks**, and be of **high quality** for a long-lasting use. The SNCF also wanted **an aesthetic solution in keeping with the users' uniforms**.

A proactive support

The SNCF wanted extensive support during the development of these accessories, **an actual project co-construction**, which was provided by MOBILIS®.

MOBILIS had to be **pragmatic and pro-active**, in a **very short timescale, synchronising with the hardware development by other providers** and delivering a comprehensive solution at the same time.

MOBILIS® interviewed users to **understand their professional actions, their habits, their work**.

The teams focused on **security**. Essential aspect of the environment in which anti-fraud controllers work. A solution that was **practical and ergonomic was required, but it also needed to be anti-aggression** to guarantee the safety of users.

In the months following the tender, **pilot products were tested during an experimental phase**, via the SNCF UX team (user experience) and therefore check that **in the field, these were solutions to controllers' new issues and uses and that they met their expectations**. Adjustments were made after each feedback.

TESTIMONY

"I can say that the whole project caused us the least stress, thanks to the professionalism of Mobilis teams, at all stages of the project! Nothing seems to be an issue, the teams always provide solutions and listen to our needs, they are always available for discussions and tests with users."
M.P. Cosmo project manager

A tailor-made solution to meet every need.

A fully tailor-made solution meeting each need:

✓ Ergonomics of use:

- **1 holster** for the storage of the Bluebird terminal and the TPE Nepting: equipped with a **pen and stylus holder** and a **magnetic clasp** for ease of use.
- **1 protective case** for the TPE : essential to prevent the hardware from malfunctioning if dropped.
- **1 IK06 protective film** was affixed to the Bluebird Terminal to protect its screen.
- **1 holster for the Bixolon printer** to protect and use it without having to remove it from its case.

✓ Porting solution:

- **Several systems available depending on the uses:** terminal and printer holster that can be worn **either on the belt or using the shoulder strap**



✓ Safety:

- **Exclusive system developed by MOBILIS®:**
1 anti-aggression shoulder strap with two break points.

With a resistance up to a pressure of 9kg, it allows the user to free him/herself if attacked to preserve his/her integrity.



✓ Tailor-made:

- **The blue diamond material** was chosen for its resistance and its elegance. The **blue colour was specially designed** to match the controllers' uniforms perfectly.

A successful co-construction project

Compliance with **strict quality clauses**, appropriate **logistics** and **keeping to a set timescale** for all providers, made the success of this project. **The solution was delivered before the imposed deadline, in summer 2018.**

The COSMO project was deployed over the following months. Since April 2019, **12,000 agents have enjoyed their new device.**

With this **completely removable and customisable solution**, each controller is free to use his/her transport kit as he/she wishes, in line with needs and use.