

Case Study

Transport

CAPTEC

Tried, Tested and Trusted



The customer

A major international systems integrator specialising in large scale, mission critical industrial IT infrastructure systems.

The customer is a major contractor engaged to provide the IT infrastructure for the modernisation of the Station Management System of The London Underground network.

London's tube system is one of the largest and busiest in the world comprising over 275 stations, catering for 942 million passenger journeys made each year. This is network is strategic to the effective operation of London as a major international capital.

London Underground Network

Requirements and issues

- A requirement for an experienced industrial computing supplier with the capability of handling a large scale, business critical project, both in volume and in value and the ability to propose, structure, manage and fund a financial package to work within the payment terms of the customer.
- The capability to support the tender bid team and respond quickly and collaboratively in a complex and often changing tender process.
- The provision of technology that could withstand the environmental rigours of the transport system, including excessive vibration, electromagnetic interference, dust and dirt, and elevated temperatures.
- Providing the best value solution with the minimum lifetime cost of ownership and the provision of high reliability equipment for a mission critical environment with the highest possible MTBF.
- The ability to provide long term technical support and engineering change control.
- A capability to provide technology that can bridge legacy systems with new state-of-the art equipment, enabling connectivity of all elements on a modern, unified IP based network.
- The ability to conform to all of London Underground's rigorous operational and safety standards, including minimum levels of toxic fume emissions in the event of fire.
- Any technology partner must be ISO-9001 certified.
- The capability to provide custom design to implement application specific requirements not available in COTS equipment.
- The ability to provide a fixed-price roll-out, with price review milestones after 2 years, within the context of unpredictable fluctuating exchange rates on US\$ based components.



The value proposition

Captec is a well established company with a long track record and proven experience in managing large scale projects with long term roll-outs, financial robustness and cash flow capabilities to handle high value projects, and the ability to structure complex financial packages to accommodate the customers demanding payment terms.

With design, research, development and operational capabilities to produce industrial computing equipment to meet the rigorous requirements of the project. [\(See Standard Reference Sheet\)](#)

With an ability to manage multi-currency component procurement and with financial controls to mitigate risk and the impact of currency fluctuations.

Possessing transport sector competence, extensive technical expertise and knowledge base accumulated over many years of experience providing technology solutions for diverse applications.

Possessing an extensive and well established global supply chain network to obtain best price/value components, and the ability to leverage cost advantages from Asian outsourcing.

An ISO-9001 quality certified partner, providing a comprehensive manufacturing management controls system and a 100% zero rated non-conformance track record.

The provision of high reliability solutions through the selection of high Mean Time Between Failure (MTBF) components, full system compliance testing and total component traceability.

An ability to manage change and material control to mitigate component obsolescence and superseded technology, in order to future proof the customer from the industry's constant change.

The capability to provide custom painted equipment to conform to the Low Smoke Zero Halogen (LSZH) emission requirements when operating in the London Underground environment.

The solution

The outcome



4U customised rack mount chassis, front USB, redundant PSU, in built fan monitor capability.

Vesta 19" TFT bespoke industrial rackmount display.

1U TFT display, keyboard and trackpad - reducing rack space used.

- ✓ Captec's customer won the tender to provide the IT infrastructure for the modernisation of the London tube network Station Management system.
- ✓ The supply of customized, application specific IT hardware on time and to budget.
- ✓ Custom design of all non-standard hardware.
- ✓ The provision of Serial to Ethernet communications technology to enable mission critical and redundant IP-based network backbone and connectivity to legacy systems.
- ✓ Implementation of a network wide roll-out.
- ✓ Change control mechanism implementation, and the provision of long term expert technical support.
- ✓ The provision of overall project risk reduction, through partnering with an industry leader with a Tried, Tested and Trusted reputation.

OUR PURPOSE - To be the recognised global leader in the design and manufacture of reliable and affordable industrial computers fit for demanding environments.

CAPTEC

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INVESTORS IN PEOPLE



Strenuis Ardua Cedunt - Difficult things fall to the strong

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