CASE STUDY

South Western Railway

Supporting South Western Railway
to get its cabling back on track

South Western Railway turned to Neos Networks for ongoing telecoms deployments at stations and along their rail network.

The challenge

Due to the dynamic nature of each site, South Western Railway required a flexible, adaptable and innovative network specialist, providing technical expertise whilst maintaining the high levels of safety, which are of paramount importance in the rail industry. Some tasks involved working within track side areas, and to do so, comprehensive risk assessments and detailed work package plans were required. These needed to be assessed and authorised prior to the commencement of works.

Neos Networks staff are highly trained with appropriate accreditations and certificates to fulfil the most stringent requirements placed on contractors when working within these busy and potentially precarious environments.

The challenges didn't stop there, due to logistical issues of working in more than 200 stations across eight counties. Neos Networks used its extensive and geographically spread workforce to deliver appropriate resources in the required location at the right time.

The flexibility of Neos Networks approach also reassured South Western Railway that minimal disruption would be caused. Works were undertaken in unsociable hours – either early mornings or overnight – while at all times maintaining exceptional standards of safety and quality.

"By only working with a small number of contractors we have built up a trust in Neos Networks that it will consistently deliver projects on time, within budget and work with principle contractors to achieve a satisfactory conclusion to major projects. More importantly, as a train operator, we expect high standards of safety whenever one of our contractors works on our stations; with Neos Networks we have that confidence in its engineers' ability to get the job done safely without putting anybody at risk."

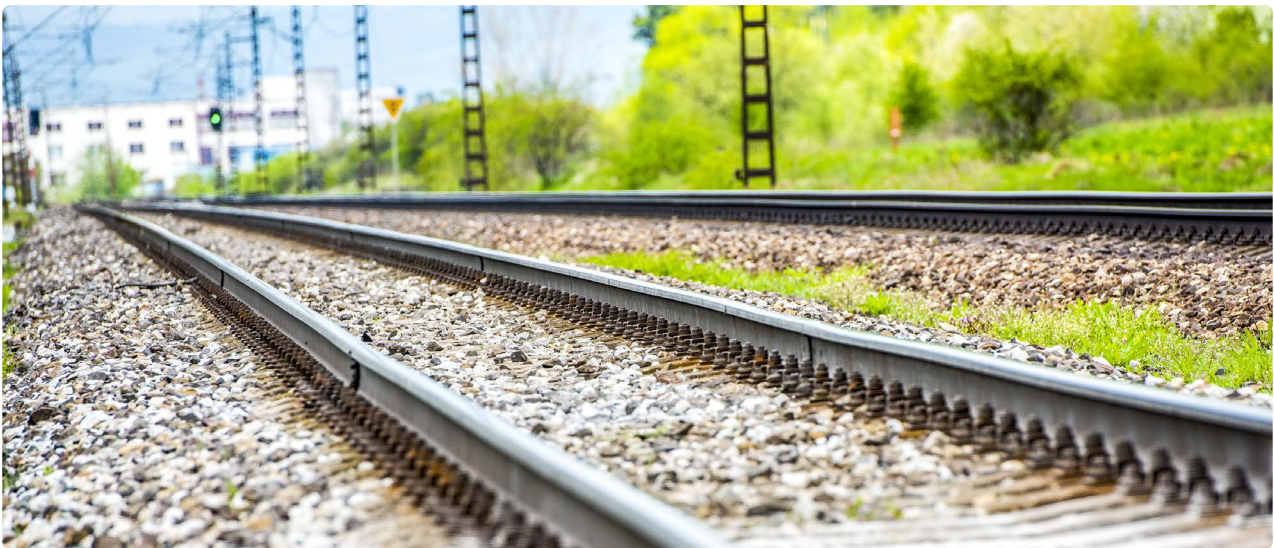John Matton, IT Technical Manager, South Western Railway

The outcome

South Western Railway now runs a comprehensive voice and data network across its entire estate, including all managed stations, remote holdings and its head office in Friars Bridge Court, London.

Neos Networks has a close working relationship with South Western Railway, having been the preferred contractor for more than a decade. During this time it has overseen a roll-out of Customer Information Systems and Ticket Vending Machines throughout its estate and assisted with major station renovations such as Waterloo, Clapham Junction and Basingstoke.

About South Western Railway

South Western Railway operates around 1,600 trains a day on a network in the south and south west of England, serving more than 200 stations and employing around 6,000 people.

For more information, please visit: www.southwesternrailway.com

About Neos Networks

Neos Networks provides class-leading connectivity and data centre services that deliver very high performance, cost efficiency and a competitive edge.

The company operates a 34,000km private telecoms network and an estate of 90 commercial data centres that span the UK. With its extensive telecoms and data centre operational expertise it offers commercial security with unrivalled in-house engineering resource.

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