

**SWORD**

UPGRADE YOUR BUSINESS

SwordCTSpace

RFF (Réseau Ferré de France) Rhin-Rhône HSL

Business Challenges

Created in 1997, RFF is responsible for managing and upgrading the French railway network. As the national network's owner, RFF manages all existing infrastructure. Moreover, RFF project manages all operations that take place on the rail network. As part of this role, it is responsible for cosy, time controls and quality of projects.

Managing the construction of a new high-speed rail link – the Ligne à Grande Vitesse Rhin-Rhône, RFF was looking for a technology solution to help control and coordinate the project. On one hand, it needed to track communications between all suppliers while on the other, to provide a central project database over time.

To reach this objective, RFF needed a software solution that could be used by all the participants of a project, no matter where they are located, which operating system they use or their level of computing knowledge.

To resolve this, RFF selected Sword CTSpace to host the solution and to provide a common interface for all users to work with, eliminating the need to invest in an expensive solution which would bring with it long implementation times and costs.

Solution

After an extensive market evaluation, RFF selected Sword CTSpace's On Demand document management solution for the following reasons:

- It is a powerful and flexible tool with extensive functionality
- It requires a very short time to implement
- It supports an easy-to-use interface to ensure rapid adoption by all users/project teams (approximately 200 users)
- It has high levels of security

Sword CTSpace's software was first taken up by the project team in September 2003 during the pre-project phase. Adoption was rapid – 110 people were using the software within only three weeks.

During the first year, 200 users uploaded more than 6,000 documents, which were reviewed and commented on over five times each. On average 1,500 connections to the system were recorded each month, demonstrating that Sword CTSpace's solution was swiftly becoming the standard information exchange platform for the whole project team.

Business benefits

Easier archiving of all project data

Improved accountability thanks to the availability of a comprehensive audit of all activity through the system

Reduction in costs associated with the transfer of documents

Faster documentation distribution along with simplified approvals management

Better accountability of actions e.g. RFIs, change requests, due to integrated alert systems

Reduction in errors, due to all users working on the same version of documents

“The benefits of Sword CTSpace's solutions were immediate to the whole project team. At every stage on the project we can now save time and money through instant access to project information and we've already noticed a reduction in errors”

Xavier Gruz, RFF HSL Rhine Rhône, Besançon



Collaborating with RFF and its partner SNCP, Sword CTSpace is working now on the next phase of the project: the construction phase. This will require important changes to the project organisation and the introduction of specific work processes..

With the beginning of the construction phase comes a significant increase in the volume of users and documentation (600 users and 100,000 documents are anticipated during this phase of work).

With increasingly complex information flows, document referencing modules and specific approval processes will be adopted to streamline the process.

Moreover, it is likely that the Sword CTSpace solution will be integrated with internal document management systems such as ProjectWise© within the engineering department. This will automate the posting of documents and their metadata online. To ensure rapid adoption of the solution, Sword CTSpace created a training programme, which was attended by 150 people across France. All users benefit from user guides as well as service from the customer support team. The dedicated training programme, alongside the intuitive and easy-to-use system, led to a very high rate of adoption for such a large, complex project.

Sword CTSpace permanently monitors the use of the system and delivers reports that mean the project team can ensure that the system is well used. These reports allow project managers to ensure that the system is being widely used and helps new users to get up-to-speed quickly on the technology.

Plans for the Future

Sword CTSpace has quickly proved itself an essential part of new RFF projects. As a result, RFF has renewed its partnership with Sword CTSpace and is using the software on new High-Speed Lines and other railway projects (over \$15 billion projects worth) :

- **High Speed Line GPSO (South-Western projects) – Amount : about \$4,46 billion**
- **High Speed Line Brittany - Pays de la Loire - Amount : \$3.53 billion**
- **High Speed Line Rhine-Rhône, East branch - Amount : \$3.72 billion. Delivery: 2011**
- **High Speed Line Rhine-Rhône, South branch - Amount : not defined. Delivery : not defined.**
- **LGV SEA (South-Europe Atlantic). Amount : 1st phase (Angoulême-Bordeaux) \$2.54 billion. Delivery : 2013**
- **Haut-Bugey (Paris-Geneva) – Amount: \$506.7 million – Duration : 32 months**
- **High Speed Line SEA (South Europe Atlantic) link, Tours-Bordeaux - Amount : \$331.3 million**
- **Nantes-Chateaubriant link reopening (west of France) – Amount for preliminary studies : \$214 million. Delivery : 2013**

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