

AUSTRALIAN TRAIN OPERATOR ACHIEVES 100-FOLD, POWERED BY ANALYTICS

One of our clients, a major Australian train operator with an international heritage, brings deep expertise and a history of innovation to local transport systems. They focus on technology and people to deliver reliable services across a complex network.

To support this, they turned to Toustone | COSOL. Our Transport Suite gives operators full visibility of their network through a single, reliable dashboard. Train, station, and patronage data is captured in one place, enabling teams to drill down from network-wide views to individual journeys and quickly target performance issues.

By automating reporting, the Suite reduces manual effort, eliminates errors, and ensures every decision is based on trusted data. The result is less time spent on reporting and more time keeping services running reliably for passengers.

Let's explore their challenge, the solution we provided, and most importantly, the impact they experienced.

Get on board!

Take a look at the difference this can make for your business this can make for your business, providing accurate, efficient information with graphics to support, and let's not forget the trend analysis.

Network Standards and Performance Manager
Australian Train Operator

THE CHALLENGE

Our client was weighed down by a manual, error-prone reporting system. Every report took hours of staff time, and the risk of mistakes loomed large. They knew there had to be a better way. With so much riding on reliable data – service performance, compliance, and reputation – the cost of inefficiency and inaccuracy was too high. But without the in-house expertise to solve it, they needed a trusted partner. Their tender demanded strict performance standards and measurable outcomes.

Toustone | COSOL was the only provider able to deliver a cloud-based automated reporting and visual dashboard solution that reduced risk and gave them confidence in every decision.



THE SOLUTION

Key modules within the Toustone | COSOL Transport Suite was rolled out to take the weight off the train operator's shoulders. Instead of hours lost to spreadsheets and manual checks, complex data is now gathered, analysed, and transformed into clear visual reports automatically. What once drained time and carried risk is now reliable, fast, and accurate.

All of the train, station, and patronage data is now viewable in one location for fast, efficient insights. This provides the train operator with an overall view of high-level metrics that is easily drilled down to an individual journey. From here, they can get a quick and accurate analysis of performance and specifically target any issues to immediately improve their service delivery.

For instance, many factors contribute to delivering a consistent journey time. One factor might be a door that is taking too long to open or close. With the implementation of our transport suite, the train operator can now immediately identify which door and the cause of the issue and take steps to correct it to maintain consistent service.

Our customer also chose to place an operational dashboard screen at their office entry so staff arriving at work can easily see the previous day's operations data. This means they are all aligned, and aware and ready to respond to any potential issues, delivering a better experience for their passengers.

We have taken what we needed to achieve minimally and increased it 100-fold, not 10-fold, a 100 fold! Toustone | COSOL has been able to provide far more accurate detail than any other service we have worked with previously. We have gone from absolutely nothing and bad Excel reporting to actual live data feeds inside a year... it's amazing.

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KEY BUSINESS OUTCOMES

The results: more reliable data, lower costs, and faster decisions

- ✓ Reliable oversight of all rail operations, with faster insights and greater efficiency
- ✓ Improved service delivery through automated reports teams can trust
- ✓ Lower labour costs by eliminating manual, error-prone data handling
- ✓ Stronger data integrity with secure cloud hosting and automated reporting
- ✓ Confident decision-making backed by accurate, up-to-date information



COSOL: When Reliability Matters

COSOL is built on one belief: in asset-intensive industries, reliability is everything. We're a trusted, data-led asset management partner - known for our deep expertise, dependable delivery, and ability to keep critical assets performing at their best.