Case Study
Transport for NSW

RXP helped TfNSW to deliver on its commitment to provide state of the art solutions and business intelligence to enhance services to the transport cluster.

NSW GOVERNMENT | Transport for NSW

Client
Transport for NSW, Sydney

Challenge

The Transport cluster comprises Transport for NSW (TfNSW) and an extended network of other agencies including Sydney Trains, NSW TrainLink, RMS and STA. TfNSW sets the strategic direction for transport and works in partnership with government transport operating agencies and private service providers to deliver improved transport outcomes for the community and economy of NSW.

TfNSW sought to implement its "MyTransport" Enterprise Service Management project for Transport Shared Services (TSS). The previous siloed systems meant a reduced ability to manage reporting and sharing of data across TSS. TfNSW wanted to implement a single use portal for employees across the Transport cluster to request services from TSS ranging from Human Resources, Finance, Procurement, Asset and Workplace Services (AWS) and Organisational Development (OD) and for TSS to utilise the same platform to fulfil those requests.

Our Work

The project was delivered in three phases. Phase 1 delivered a portal where knowledge articles can be searched and viewed by users supporting the objective of a self-service capability. This was initially enabled for the Human Resources functional areas of the TSS and later, in Phase 2, it was extended to Service Catalogue items and other TSS functional areas. The information provided through the knowledge management portal included:

- Workforce Selection and Supply
- Organisational Integrity and Reporting
- Injury and Claims Management
- Personnel and Payroll

- HR Advisory

Phase 2 delivered Core Service Management and a new "MyTransport" self-service portal to incorporate electronic forms. Our team took advantage of new Portal technology offered by ServiceNow, restructuring the Portal framework to deliver a more robust, flexible and scalable Portal experience for TSS staff and TfNSW End Users. "MyTransport" now provides a centralised platform for finding knowledge, answering enquiries, and creating service requests. Once an online form is completed by a TfNSW employee, a Service Request is created within "MyTransport" to be approved and then fulfilled by the TSS functional teams.

Phase 3 expanded the Portal further by adding more electronic forms for Finance, Procurement and OD shared services. This allowed TSS to offer greater self-service options online. The Finance, AWS, Procurement and OD electronic forms capabilities were delivered across both city and regional fulfilment groups.

The other major component of Phase 3 was a new cloud based Interactive Voice Response (IVR) and Computer Telephony Integration (CTI) system developed by ipSCAPE that integrated into ServiceNow's Service Console by RXP. This is a holistic solution that encompasses a core service management tool for the consolidation of service desk processes, a self-service application for customers to navigate answers their own enquiries, CTI and IVR for efficient call routing and triage, along with reporting capabilities across all service management processes. CTI will ensure that a call taken by an agent is attached to the caller's digital record in ServiceNow. The IVR system will allow callers to input their preferences on the phone when prompted, using numeric keys on their phone. This will ensure the caller is identified, the nature of the call is determined and the call is efficiently routed to the right team/department accordingly.

"**RXP has worked with TSS over the past 15 months to transform their traditional Shared Services into a modern service portal empowering customers to embrace a more self-sufficient services model and delivering a digital platform for seamless management of requests, approvals and fulfilment across the business**"
Llewellyn Bester
Practice Director - RXP Optimise

The ipSCAPE Contact Centre Solution was integrated with ServiceNow's service management platform to provide TfNSW users a single screen experience where they can answer calls, look up and action requests. This solution was implemented for the TSS Solution Centre Helpdesks across multiple locations, starting with Burwood and Dubbo and incorporating a common IVR set up for all helpdesk teams.

Outcome

The MyTransport ESM project was delivered on time and on budget. Our teams worked in close collaboration with the TfNSW Enterprise Identity & Access Management (EIAM) and the SAP Centre of Excellence project teams to enable Single Sign On and establish real time employee data synchronisation integration. This enabled TSS to receive near real-time updates of employee records in the MyTransport system and combined with the portal capabilities delivered a significantly enhanced customer experience.

MyTransport is revolutionising the way customers engage with TSS, delivering faster access to the right answers as well as easy access to services anywhere, anytime on any device. The improved systems and information that TSS uses to manage services has resulted in better business intelligence and a single source of trusted knowledge. Through the use of customised dashboards and daily scheduled reports in ServiceNow, the new system has increased visibility and management reporting capability a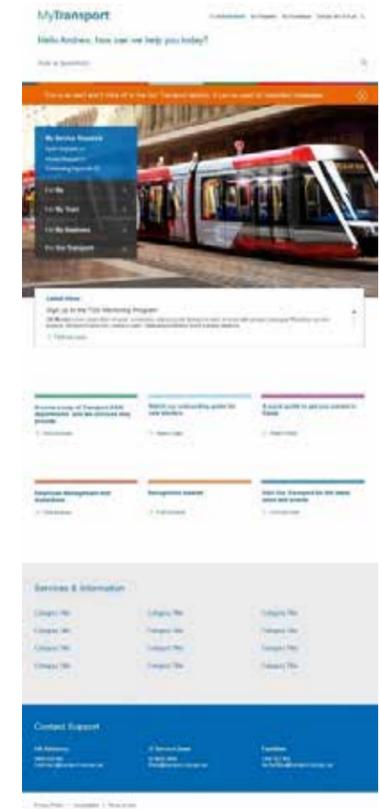cross the business and provides clear, concise and actionable performance analytics. TSS has now moved from a cumbersome, time consuming and costly unstructured messaging approach to delivery of its shared services as a single system of record, giving greater insight into TSS metrics and measures and lowering overall cost to serve.

Contact

RXP Services Limited

Address: Level 15, 31 Queen Street
Melbourne, Australia 3000

Phone: +61(3) 8630 5800

Email: info@rxpservices.com