

Tribal Technology works in partnership with London Underground to improve efficiency and performance of its information services.

## Background

In 1994, London Underground relocated 1500 of its engineering staff from over 20 office locations around London to new offices at Canary Wharf. This move not only involved the relocation of staff but also the relocation of large volumes of engineering information in the form of drawings and related documentation.



## The requirement

During the planning of the move, a consultancy team from Tribal Technology was asked to identify areas where rationalisation and consolidation could achieve efficiencies in both the cost and long term benefits of engineering information management.

## The solution

Tribal Technology developed a design for an internal service department in conjunction with representatives from the London Underground.

The new department, Engineering Information Services (EIS), was established in time for the transfer of staff and information to deliver:

- Document management services
- Computer aided design services
- Library services
- Reprographics and publishing services

The document management service included the implementation of an electronic document management system which now holds over 1.8 million records including over a million large format drawings. These were scanned from existing microfilm records, captured from CAD files and scanned from drawings.

The CAD service initially involved taking over responsibility for maintenance and support of all workstations relocated from around the business. Over time, the numbers, specification and allocation of workstations were rationalised and utilisation increased. A drawing management system has been implemented to manage drawings through work in progress to library workflow states.

Like most organisations, London Underground's libraries ranged from a small collection of technical literature at one extreme to an on-line catalogue of British Standards at the other. During the relocation of staff, the libraries were rationalised to one professionally managed facility with a catalogue of consolidated and improved stock. In 2000, London Underground decided to out-source the EIS department. In April 2001, the contract was awarded to Tribal Technology who had been providing the library service since 1994.

## Achievements

- Engineers can search for and view documents at their desktops in seconds.
- The reprographics service was developed to deliver an efficient, profitable internal business unit representing better value for money and service response.
- Reprographics and electronic document management system (EDMS) resources have been upgraded with continued development of existing CAD facilities to provide a state of the art capability in all operational areas.
- All staff have been transferred to maintain in-depth knowledge and experience.
- With the advent of the Public Private Partnership (PPP) agreement to operate the Tube in 2003 Tribal Technology has continued to deliver services to both London Underground Limited and the infrastructure partners - Tubelines and Metronet together with supporting significant business collaboration projects and system upgrades.
- In the near future it is anticipated that each company will transfer its records to its own corporate records and asset management systems. Tribal Technology will be supporting the transfer of documents and data and will continue to deliver services in support of each company now entrusted with operation and maintenance of London's transport infrastructure.

Tribal Technology, the IT and information management division of Tribal Group plc, specialises in creative information management and business support solutions for education, local and central government, health and social care, and the private sector.

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