cloudmoyo™ | Partner of choice for Solutions at the intersection of Cloud & Analytics

Leading Canadian Rail Company Implements CloudMoyo Crew Management to Streamline Crew Scheduling

Introduction

Efficiently scheduling and tracking crew members in the railroad industry presents significant challenges, especially for larger railroads. Ensuring the right crew is available, assigning them to specific tasks, and monitoring job completion requires a sophisticated digital solution. CloudMoyo Crew Management (CCM) addresses these complexities, streamlining crew scheduling processes and optimizing workforce utilization to enhance operational efficiency.

About the Customer

Located in Manitoba, Canada, our client is a leading specialist in rail operating services, empowering industrial shippers to enhance supply chains and access Class 1 railways via their cutting-edge capabilities and owned multi-purpose rail terminals.

Customer Requirements

The evolving duty rest rules in Canada compelled our client to seek a comprehensive solution that could meet multiple requirements:

- Compliance for safety and performance
- Ensuring adequate rest between shifts through precise crew scheduling
- Managing crew schedules for rest and recovery with evolving rules
- System in place for providing alerts of potential rule violations
- Sufficient and accurate data to write reports to share with the ministry in case of rule violations

Business Objective

The client's decision to engage with CloudMoyo was driven by the changing duty rest rules in Canada. However, their business objectives extended beyond compliance. They also sought:

- Streamlined operations by digitizing work processes, reducing paperwork, and minimizing manual intervention
- Optimized resource utilization by maximizing crew member efficiency and increasing trains operated per day
- Ensuring compliance and safety by adhering to work hour rules and changing duty rest regulations
- Enhanced operational agility through automation and managed exceptions
- Fostering employee satisfaction through improved payroll accuracy

Solution

CloudMoyo delivered CloudMoyo Crew Management (CCM) Essential, a tailored and customized solution for the client, specifically designed for smaller switching railroads like Class 2 short lines. The implementation followed a systematic SDLC approach:

- Identified and addressed the client's unique business pain points with Discovery Workshop
- Analyzed the alignment between CCM Essential and the client's requirements
- Configured the solution to incorporate the rules specified by the client
- Conducted a controlled partial rollout of the solution, obtaining valuable feedback

- Successfully rolled out a full-fledged CCM Essential solution
- Ensured continuous support and assistance during the initial phase with Hypercare and support
- Provided comprehensive training to end users for smooth adoption and efficient usage

Value Delivered

With the CCM implementation, we automated the entire process of crew management for the client. Our team also digitized the client's crew scheduling process, making it dynamic to adapt to changing regulations. The deployment of this application will yield numerous additional benefits for the client:

- Assisting client in adhering to new Duty & Rest Period Rules mandated by the Canadian government
- Orchestrating the creation of reports to share with the Ministry of Transport Canada in case of non-compliance
- Optimizing crew costs through improved utilization ratios, reduced deadheads, and dwell times

- Complying with labor unions and Federal Railway Administration (FRA) regulations
- Enhancing transparency and consistency in crew operations through digitization of the entire crew management
- Improving mitigation of disputes and penalties with documented evidence of crew decision

Benefits of CCM

- 30% reduction in dwell time with optimized crew scheduling
- Increment in velocity and agility with real-time, intelligent rostering
- Efficient leave management, overtime, exception, and dispute management

- Better regulatory compliance with FRA regulations and union contracts
- 70% reduction in manual data management
- Decrease in human errors in crew scheduling and rostering

cloudmoyo™

Bellevue, WA • Overland Park, KS

✉ marketing@cloudmoyo.com
🌐 www.cloudmoyo.com

Microsoft Partner
Gold Data Analytics
Gold Cloud Platform
■ Microsoft