

# Mi-Corporation Software Helps *Transport for London* take its Workforce Mobile



**Transport for London (TfL)** is an integrated transport authority responsible for running the day-to-day operation of London's public transport network and managing the Capital's main roads. Making over 31 million journeys per day, TfL's red buses, black cabs and Tube trains are known the world over. TfL has made a serious commitment to digital transformation in every area of its business. When TfL needed a mobility solution that could help transform the way its employees do their jobs, Mi-Corporation's Mobile Impact Platform was the answer.



## Challenge

TfL's mobile strategy is diverse and multi-pronged. The Authority faces many challenges in its digital transformation journey with both employees and passengers to consider—traveling by train, car, tram, plane, buses and on foot. As part of its mobile strategy, TfL was searching for a software partner that could provide mobile forms for inspections, work order management, materials management and other asset-management activities.

One of TfL's greatest challenges was that its various business units were in the midst of rolling out their own, disparate mobile forms systems. TfL's Information Management Department realized the potential issues that would arise in coordinating and managing such a diverse operation, and wanted to implement a centralized mobile platform solution that would could be implemented across all of the business units involved.



## Solution

After a long and thorough selection process, TfL chose Mi-Corporation's Mobile Impact Platform (Mi-Platform) to support its mobile forms requirements and goals. Mi-Platform was selected for its expertise and acumen in the following key areas:

- + Ability to eliminate cumbersome paper processes
- + Ease of form development and deployment
- + Ability to run on a variety of devices and operating systems
- + Reliable and sophisticated offline capabilities

Mi-Corporation's solution was the right fit for all of Tfl's requirements—delivering a truly enterprise-class solution that could integrate with Active Directory and support Tfl's goal of bringing all mobile solutions under one robust platform.



## Results

Today, Tfl's instance of Mi-Platform supports over 8,000 active users and is integral to three key major operational areas including:

1 Inspections

2 Fault Reporting

3 Incident Management

The Platform is also used to simplify everyday operations activities such as ordering supplies for each station and ticketing window.

With Mi-Platform, Tfl has **saved 2 man-hours per incident and up to 20,000 man-hours per year** with its highly sophisticated fault reporting. Improvements in fault reporting have also resulted in an **overall reduction of incidents** since Mi-Platform was introduced in 2015.



## ABOUT MI-CORPORATION

Two decades ago, Mi-Corporation pioneered data capture on tablets and coined the term "mobile data collection." Mi-Corporation's Mobile Impact Platform provides a rich and powerful toolset that allows organizations to custom-build flexible solutions that improve workforce efficiencies, increase productivity, reduce costs and increase profits.

You will find our solutions deployed across a diverse industry base at organizations like Transport for London, Security Alarm, Bureau Veritas, the NC Department of Agriculture, the United Nations, The US Department of Transportation, and many others. In addition, Mi-Corporation is the proud recipient of many prestigious industry awards including a 2015 and 2016 Microsoft Partner of the Year Award for our work in the Public Sector.