



## iPlanWare: Case Study

### Office of Rail Regulation

iPlanWare helps project and service based organisations work smarter, perform better and deliver projects faster.

By seamlessly integrating tools for project control, scheduling, project accounting, resource management, time and expense tracking and issue and risk management, iPlanWare provides collaborative project management with a low cost of ownership.

**The Office of Rail Regulation** is the statutory body responsible for the effective and independent regulation of the UK railways. Since its inception in 1993, its principal responsibility has been the regulation of the monopoly and dominant elements of the railways with particular focus on the rail network infrastructure operator, formerly Railtrack and now Network Rail.

### Fast Facts

- Over 100 products investigated by the ORR.
- ORR reviewed three products in depth.
- Benefits identified include increased efficiency, reduced duplication of effort and improved sharing of information.
- iPlanWare delivered a range of customisations and services alongside the iPlanWare software.

## The need for a planning and work management solution

The Office of Rail Regulation has a legal responsibility to review any new Track Access agreements or amendments to existing agreements - contracts between the owner of the track infrastructure and the train operating company.

In any year up to one hundred and fifty Track Access agreements may require review - the review taking anywhere from one to five months. The process of reviewing a Track Access agreement being essentially a project containing upwards of 75 discrete tasks and utilising the skills of a number of case officers and advisors. The Office of Rail Regulation sought a solution that would enable them to effectively manage their review of Track Access agreements.

### Key requirements

The Office of Rail Regulation had the following key requirements.

**Task Allocation and Management:** To provide case officers with visibility of their workload and forthcoming scheduled activities.

**Knowledge Base:** To allow access to a database of lessons learned, best practice and precedents.

**Issue Management:** To provide a mechanism to log, allocate and progress issues arising from the review of track access agreements.

**Template Management:** To provide standardised processes for use when reviewing new agreements.

**Accountability:** Clear delegation of responsibilities and an audit trail of decisions reached.

**Visibility:** To provide managers and directors with access to information on the current status of projects and tasks within the projects.

**Portfolio Management:** To support case officers and managers when managing simultaneous applications.

“The iPlanWare product was selected as the 'best-of-breed' project, task, issue management and collaboration tool from a range of over 100 products we investigated during an in-depth business analysis phase.

During the process of addressing the functionality gap between our requirements and the 'out-of-the-box' features of the product, the iPlanWare staff really came into their own. They were incredibly responsive, thorough and efficient in their development, training and support. Working within strict Governmental guidelines for procurement, I am so pleased we selected the iPlanWare solution.

We now have an industry leading project and collaboration management tool and our aim is to eventually deploy this across other internal functions to extend the real benefits we are already seeing on a day-to-day basis.”

### About the Office of Rail Regulation

**The Office of Rail Regulation** is the statutory body that aims, through independent, fair and effective regulation, to achieve the continuous improvement of a safe, well maintained and efficient railway which meets the needs of its users and to facilitate investment in capacity to satisfy the demands of growth in passenger and freight traffic at the time it is needed.

## The benefits provided by iPlanWare

After investigating approximately one hundred solutions and evaluating three in detail, the Office of Rail Regulation found that only iPlanWare met all their requirements. When combined with its ease of use, winning feature set and rapid implementation, iPlanWare was the logical choice.

The Office of Rail Regulation are using iPlanWare to manage all of their Track Access cases and are benefiting from increased efficiency, reduced duplication of effort and improved sharing of information around the organisation. The Office of Rail Regulation have over 30 staff using iPlanWare on a daily basis. iPlanWare provides the Office of Rail Regulation with improved visibility of their activities - ensuring managers and executives have access to the same status information.

Teams are provided with a central environment for collaboration and work management. Standard processes are adhered to, providing efficiencies and ensuring the Office of Rail Regulation operate within their legal framework.

## About iPlanWare

By seamlessly integrating tools for project control, scheduling, project accounting, resource management, time and expense tracking and issue and risk management, iPlanWare accelerates project delivery and optimises resource usage.

Available as an installed or Software-as-a-Service solution, iPlanWare lets you prioritise your projects, optimise your resource usage, monitor overruns and identify problems early. It simplifies project reporting and lets your project managers leverage best practice to accelerate project delivery.

## iPlanWare capabilities

- Planning and resource scheduling
- Project and programme management
- Timesheets and expenses
- Portfolio management and dashboards
- Resource management
- Resource forecasting
- Team collaboration
- Project accounting

## About iPlanWare

Our growing customer list consists of organisations of all sizes across Europe, North America, Middle East and Australasia.

They come from a broad range of project based organisations, including consulting, professional services, advertising and PR. They also include internal IT departments, programme management offices and technology companies.

### Contact information

For iPlanWare sales or to find a local reseller visit:  
**[www.iplanware.com](http://www.iplanware.com)**