

INCREASING SERVICE QUALITY AND PRODUCTIVITY THROUGH AN INTERNAL REQUEST MANAGEMENT APP

The **Mobile Information Assistant (MIA)** is a Lineas developed mobile app to digitalize the checks needed for train departure (technical inspection, composition check, consignment notes check and brake tests).

MIA4 allows the end users (Ground Operators) to:

- › Consult and execute missions **offline**.
- › Automatically send the result when back online.
- › **Be notified** when new missions are assigned to them, with the possibility to abort missions if needed.
- › **Review** past missions (for last 7 days).



SECTOR
Logistics & Supply

SOLUTION
MIA4

BUSINESS UNIT
Low-Code Solutions



Offline Mode Available



Multi-language (French and Dutch versions)



4

Months Development Time



The OutSystems' platform and Noesis team were key to ensure the fast development of the solution and crucial to enhance the adoption ratio of the app with the ground operators.

Christophe Flaviani,
Lineas' OutSystems
Factory Owner

LOW-CODE FOR HIGHER AGILITY

by  **noesis**

THE CHALLENGE

The previous mobile app version MIA3, presented some inconveniences:

- › It was **mono-platform**, had **performance issues** and was **hard to maintain**.
- › Additionally, it suffered from lack of key functionalities, such as **no offline mode** in data management, **poor authentication** and **security assurance**, and no ability to send instant notifications.

The app presented a **low adoption ratio**, leading Lineas to replace it, for a scalable version that fulfilled all requirements needed.

GOALS

MIA4 targets Lineas major goals:

- › Make train **information visible** to the operator on the ground and allow missions to be created, executed and results sent according to business procedures - all this **supported in offline mode**.
- › The **flexibility** and **management capacity** to boost app usage is a key business goal to assure the monitoring of train control activities.
- › **Capture of field data**: which allows Lineas to make **better business decisions** on how and when to plan trains and to improve the process between stations and sales.
- › Provide the end users with the possibility to consult and execute missions **in their language**.

SOLUTION

The new Lineas mobile app, MIA4, was the solution found to meet the **functionality** and **scalability** needed. The mobile app interfaces using REST API's with a proprietary internal train wagon ERP System and helps about **300 ground operators** to be instantly notified about their task assignments.

A robust OutSystems backend allows them to execute their train control activities in offline mode. Furthermore, key features were also addressed:

- › Robust **authentication** and **authorization**.
- › **Synchronization** with Cargo Integrated System (Lineas central system for wagon and train information).
- › **Change management** with the possibility to abort and reassign missions.
- › Collecting **behavioral metrics** to optimize logistics process.

THE RESULTS

The new Lineas mobile allows a **digital connection** to the train wagon ERP system. This connection enables:

- › **Increased safety**: ground operators have the latest up-to-date information on their mission.
- › **Increased productivity**: less manual registration of the missions' results.
- › **Increased data quality**: digital registration reduces human error.
- › **Increased service quality**: detect planning issues and react upon it earlier in the process.
- › **Reduced costs**: multi-platform and responsive app removes the need to provide subcontractors with a device complementing the app.

LINEAS

Lineas is the largest private rail freight operator in Europe, offering premium end-to-end logistics solutions. Headquartered in Brussels, the company counts with 2,100 employees.

noesis

Noesis is an international tech consulting company offering services and solutions to support clients in digital transformation and the development of their businesses. In order to obtain sustained value that is transversal to all sectors, Noesis is focused on infrastructures, software, quality and people.

outsystems

The Noesis and OutSystems partnership dates back to the very first project developed with the low-code platform. Today Noesis has more than 240 OutSystems certifications within its team. A highly skilled team that is able to deliver custom made solutions in record-time, with the greatest business impact.



Helping your business **grow faster**
Knowledge • Innovation • Sustainability