gaia™

Case Study

Improving On-Board Housekeeping Operations and Passenger Experiences For Indian Railways

Customer
- Indian Railways Divisions
- Indian Railways OBHS Contractors

Challenge
- On-board housekeeping is a 365/24/7 task
- Railways and Contractors do not have visibility into real time onboard SLA
- Passenger experience is managed reactively

Solution
- Integrated real time OBHS management
- Manage people, on-board and operations processes

Benefits
- Provide visibility
- Reduce costs
- Improve accountability

CHALLENGE

Indian Railways is looking to improve service facilities and passenger experience at stations and on-board trains. It has outsourced services such as on-board housekeeping, platform cleaning, platform based coach cleaning, and mechanized cleaning at depots to third party service providers.

Services are managed by last-mile staff. However, neither Railways officials nor Contractor managers have visibility into real time delivery of services. Data is collected manually, and available for review much after each journey is completed. Service assurance and passenger satisfaction is managed reactively.

BENEFITS

Gaia has customized SmartFeedback platform to create an integrated CleanRail solution for Indian Railways and its contractors.
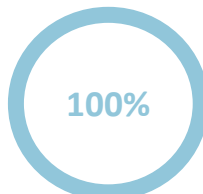
100% *Increase in digitalization and visibility into real time operations* ***30 Data Cycle to Real Time***

Increased Accountability

Improved Attendance

Improved Ops SLA

Reduced Long-term Cost

Manage on-board services dynamically

CleanRail is customized SmartFeedback solution for Indian Railways

Improved Accountability

OBHS data collected via tablets and phones in real time. Data, time, and location stamps ensure data efficacy.

Tech Enabled Insights

Big data analytics, Cognitive AI facial recognition algorithms, and GIS dashboards provide real time insights.

Real Time Visibility

OBHS data can be viewed during active journeys and downloaded post journey completion to manage operations

Service Assurance

Closed loop provision of services and response to passenger grievances based on status updates and alerts.

Unified Management of Railways OBHS Performance

- On-Board Housekeeping Services System Modules
    - Staff Attendance
    - Coach Inspection
    - Materials Inspection
    - Passenger Feedback
    - Passenger Grievance
    - Closed Loop Response
    - SLA Management
- Role and Access Based Views
    - Operational Views
    - Management Views
    - Railways Authorities Views
- Future Roadmap
    - Integration with Billing systems
- Product Extensions
    - Manage platform services, platform based coach cleaning, and depot based mechanized cleaning

1580	**81**	**13**	**13000**	**1 Lakh**	**5.5 Lakh**	**5 Lakh**
Railways Trains	Railways Depots	Railways Zones	Staff Managed	Journeys Managed	Feedback Collected	Inspections Completed

Gaia & Azure

SmartFeedback platform leverages Azure Cloud, Cognitive Suite, and a range of IOT Services

Gaia is a Microsoft Scaleup India company and winner of Microsoft Machine Learning Lab 2018

Railways Board: View OBHS Management status and passenger satisfaction for all zones

Railways Officials: View Zone, Division, Depot wise OBHS status across all contractors and trains

Railways Staff: Give end of journey validation and e-signatures digitally

Contractor Ops Managers: Manage trains and journeys to ensure compliance and passenger satisfaction

Contractor Supervisors and Cleaners: Manage on-board services and data collection