

A high-speed train, primarily orange and white, is stopped at a station platform. The train is on the left side of the frame, facing right. The platform is on the right, with various railway infrastructure like signal masts and overhead power lines visible. The background shows a cityscape under a cloudy sky. The overall image has a dark, semi-transparent overlay.

The North-American railway giant , providing freight and intermodal services in Canada and the United States.

Challenge

Customer wanted to develop a business workflow for incident management using SAP PO. They had multiple systems for capturing incidents and costs. This resulted in various process gaps and no visibility on end-to-end process.

Cherrywork® Incident Management Application

Solution

- ✓ Leveraged SAP PO to model business process integrated with multiple systems and business users to capture all business events related to incident management process
- ✓ Value added activities –
- ✓ Onboarded a customer on the Process Optimization journey.
- ✓ Define architectural guidelines for any Process automation use case

Outcome

- Overall cost visibility to business for informed decision making
- Increased process efficiency by defining SLAs & KPIs at each process stage
- Real time integration with third party systems has brought in the competitive and cost advantages



Business Impact

100%

Cost visibility to business

80%

Increase in process efficiency by defining SLAs & KPIs at each process stage

2x

Increase in cost advantage by Realtime integration with third party systems

Cherrywork® Incident Management Application

The screenshot displays the Cherrywork Incident Management Application interface. At the top, there is a search bar and user information for Lorelle Emerson. The main header shows the train ID CP13053100112, Train Id - 293-21W, Originated - 09 Jun 2016, and Location - Weyburn. A progress indicator shows 45% COMPLETE. The interface is divided into several sections:

- Train Details:** Includes Total Equipment count (115), Milepost (147.7), Weather (Heavy Snow), Event Start Date (10 Jun 2016), and Direction (East).
- Origin and Destination:** Origin Place CHARLOTTE, Destination NEW WESTMINSTER, Distance travelled 1230 km, and Distance remaining 1432 km.
- Status:** STOPPED.
- Driver Information:** Driver Sarathi Dutta, Engineer 1 Apurva Pandey, and Engineer 2 John Doe.
- Failing Asset Information:** Car/Loco ID CP350647, Asset ID CP350 - 7123987, Sequence In Consist 104, and Loaded/Empty L.

Below the main details, there are three tabs: ALL FAILURES, SYS CREATED ALARMS (3), and SYS DEFINED FAILURES (7). The ALL FAILURES tab is active, showing a list of failures:

- EBA Emergency Brake Application:**
 - AHF Air Hose Failure
 - AHS Air Hose Separation
 - BS Brake System / Brake Other
 - DCF Drawbar/Coupler Fail
 - KF Knuckle Failure
 - CV Control Value
- WILD Wheel Impact Load Detector:**
 - SL Shifted Load
 - WI Wheel Impact
 - TH Truck Hunting
 - NCF No Cause Found
- DED Dragging Equipment Detector:**
 - DE Dragging Equipment
 - LAH Low Air Hoses
 - NCF No Cause Found
- MDI:** (Partially visible)