

CASE STUDY

DATE:	May 2007
CLIENT:	Dynamic Solutions

DYNAMIC SOLUTIONS DELIVERS TRULY INTEGRATED TEAM WORKING TO OPTIMISE TEAM PERFORMANCE FOR WATERLOO CONTROL CENTRE

Waterloo Control Centre



Trainers, Dynamic Solutions have delivered another first for South West Trains and Network Rail's integrated rail control centre, at Waterloo, London.

This is the first time in the train operators' history that two separate teams have been brought together in an integrated way using top trainers to ensure optimum working and performance.

The Wessex Integrated Control Centre (WICC) is also unique. Opened on 8 February 2004, it is the first truly integrated rail control centre established since railway privatisation, bringing real-time control managers for both train company and track operator not just under one roof, but working together.

The WICC located above Platform 4 at Waterloo is the central hub responsible for all the daily management and monitoring for 1,635 South West Trains Network trains, overseeing 600 miles of track.

Following three months intensive training with Dynamic Solutions, the two teams are able to work smoothly and seamlessly alongside each other, overseen by one manager, allowing decisions to be made more or less instantaneously, thereby reducing delays and delivering a more efficient service to passengers.

More than 100 people manage the Control Centre 24 hours a day. The teams responsible for different areas—whether its stations, train crew, routes, faults or performance—work closely together to resolve any problems.

Those working in the new centre are confident that tens of thousands of delay minutes will be saved each year.