

INFOR IS TAKING LA METRO'S ASSET MANAGEMENT TO THE NEXT LEVEL

EXECUTIVE SUMMARY



In Partnership with



MASS TRANSIT

When LA Metro's Executive Leadership team approached the transit industry about its asset tracking and management goals, they weren't messing around. **Their goals included:**

- **Automation** (including integrating robotics and drones where feasible).
- **Standardization** across all the LA Metro divisions and platforms.
- **Mobile connectivity** with real-time information for managers on the go.
- **Complete systems integration.**
- Oh, and the need to **accomplish all of this during a global pandemic** and have it all in place well before the 2028 Summer Olympic Games in Los Angeles.

Simple, right?



"BRUTAL" LIST OF REQUIREMENTS

The process started with a tightly written request for solutions that included no less than 1,900 separate requirements. "That list was brutal!" said Kevin Price, Infor's Industry and Solution Strategy Director. "The industry had never seen anything that extensive before, so we really had to get organized, divide the requirements up amongst our team members, and address each one with best-in-class solutions. We knew if we didn't get each solution right, our competitors would."

The support for the project started at the top. "Our executive team truly sponsored the asset management project and our all-inclusive approach," said Patrick Astredo, Executive Officer, Enterprise Information Management for LA Metro. According to Astredo, the massive investments that the organization has made in infrastructure, rolling stock assets, materials management, and warehousing demanded attention from the very top.

"We also wanted to take technological advancements that have been made in other industries and make them applicable to mass transit. These advancements have been around for a while elsewhere, so we wanted to have our industry partners make them relevant to public transportation through our procurement."

Patrick Astredo, Executive Officer, Enterprise Information Management for LA Metro

LA METRO SELECTS INFOR

The result of the procurement process was the selection of Infor to supply these solutions for LA Metro. According to Astredo, Infor's proposal was selected for the following reasons:

- Infor's ability to meet the requirements without significant customization costs.
- The comprehensiveness of Infor's solutions.
- The scalability of Infor solutions.
- Infor's understanding of LA Metro's business and the 1,900+ requirements.

"LA Metro conducted a very thorough process, including a 4-5 day interview," said Price. "The executive team was front and center, so we knew that if we were selected, the project would have maximum visibility at the highest levels of the organization. Now that Infor's Enterprise Asset Management (EAM) is in place, we know the pressure is on to deliver."





NEXT-LEVEL SOLUTIONS COMING INTO VIEW

LA Metro's asset management solutions are coming into full view despite the new challenges we are all facing due to the COVID-19 pandemic's impact on public transit. As Astredo said, "Digital transformation and strategy has taken on an entirely new role and has made some solutions massively different in some cases." He believes that many of the impacts of the pandemic will be here to stay when it comes to information and asset management. "People want to learn virtually and have complete mobile connectivity, so our project is even more important now."

Some of the solutions Infor has developed or is developing for LA Metro include:

- The ability to collect real-time information from buses and trains remotely.
- Reducing human touchpoints or the need to congregate to address issues remotely utilizing the latest data.
- The capability to "see" into vehicles and railcars to ensure that social distancing and facial-covering requirements are being followed.

- Sending accurate real-time information immediately to assist operators and conductors while they are in the field to maximize customer service and minimize delays.
- A "new normal" operation due to COVID-19 impact - the flexibility of Infor's EAM has afforded LA Metro the opportunity to scale their activities (such as, more cleaning, documenting the work, etc.) and identify which equipment can be taken "off line" due to ridership impacts.
- Remote condition assessments to manage a state of good repair, utilizing drone technology to observe and collect data without having to dispatch a technician. "We want to touch or remove 'nuts and bolts' only when we absolutely have to, in order to maintain a state of good repair and customer service," said Astredo.

LEVERAGING INFORMATION TO KEEP THE CUSTOMER FIRST

Everything LA Metro invests in is done with the customer in mind. With new demands in front of the organization because of the pandemic, LA Metro has established a Customer Experience Team, which is very much involved in making sure that Infor's solutions put the customer first whenever possible.

"Customer information is paramount and needs to be current and reliable," said Astredo. "The passengers not only need to know routes and schedules, now they need to know about our asset cleaning frequencies, any crowding concerns, whether there is mobility device capacity on a bus or railcar, and our ability to accommodate bicycles." Infor's solutions are providing this information for LA metro.

SOLUTIONS WITH REAL-WORLD VALUE

All these enhancements would mean little to the LA Metro management team, the frontline employees, and the passengers they all serve if they did not possess what Astredo calls "real-world value."

"We knew that our LA Metro partnership needed to be based on putting the 'public' in public sector services, such as public transit," said Price. This partnership is thriving because the endorsement comes from the top down. As Astredo said, "The culture established by the executive leadership team at LA Metro is one that allows 'next level' improvements to happen."



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