



# Service that's available 100%

**"To provide quality service to millions of travelers, we need to quickly and reliably use thousands of items of data. Thanks to the agility of its event-based scheduling, Dollar Universe Solutions helps us to deliver the level of service expected of us, everyday."**

Philippe Ravaut  
Project Director with the Traveler Information System Delegation, SNCF French Railways

**Goals**

- Automating all UNIX environment processing,
- Providing a strong service commitment.

**Solution**

Dollar Universe Solutions

**Benefits**

- Reliable and on-time use of processing results,
- Efficient supervision of all IT system production.



Thanks to the Lille center in Northern France, close to 315 million people are able to travel throughout Europe every year.

A key player in European transport, SNCF French Railways has been able to adapt and modernize what it has to offer to meet the expectations of travelers who are ever more demanding.

**The Lille Operations Center, a tool serving travelers**

The SNCF's IT applications are hosted by three centers, each one specializing in a different field (passengers, freight and internal services or infrastructure). The Lille Operations Center is dedicated to the traveling public.

"The days when passengers arrived at the train station to take a train without knowing the train schedule are gone. Nowadays, a train ticket is most often booked and paid for ahead of time. To keep pace with this new purchasing behavior, the SNCF has implemented modern, high performance tools so that we can optimize the service provided to travelers on a daily basis." describes Philippe Ravaut, Project Director with the Traveler Information System Delegation, SNCF French Railways. "In operation since 1990, the Lille IT Operations Center is the SNCF's central reservation and distribution system. Here we consolidate, process and analyze all of the data we have on ticket sales and reservations, train load factors, timetables and prices. Thanks to this daily analysis of sales, we can easily keep up with real-time traffic changes, recommend the necessary action if a disruption occurs and come up with commercial measures to match our customer's needs. This is the nerve center

that lets us carry close to 315 million people across Europe every year. A strategic location for the SNCF's reservation and distribution system, the Lille Operations Center has to run continuously and reliably, 24/7."

**An information system to match our service commitment**

"The SNCF's Traveler Information System is built around the RESARAIL central system that consolidates all traveler data, like timetables, connections, rates or price calculations. This powerful system which is unique in France, works in real-time and continuously dialogs with a number of business applications and client interfaces," explains Philippe Ravaut.

"Each application is hosted in the environment best suited to its operations. Therefore all of the applications that manage over the counter ticket sales, and the messaging system between the various operational centers are managed by a Windows-based system. The UNIX environment hosts a number of different applications like remote train signposting in stations, calculating routes, loading trains as well as ticket sales by telephone, teletext or internet. Towards 1996, continued expansion of the workload on the UNIX environment quickly brought us to complete our system with the help of specialized infrastructure tools. The critical nature of the service implemented meant that it was no longer possible to rely on the use of tools developed in-house. To meet our strong service level commitment, we especially had to purchase a production scheduler able to run reliably with UNIX, an environment that was not at that time widely installed at major IT centers."

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**Dollar Universe Solutions, an agile production scheduler in a heterogeneous environment**

"In 1996, few scheduling tools offered features suited to open environment operations. After study, we were therefore forced to rule out integrated solution suites which were not at that time developed enough. Only a true production scheduler that offers enough agility to handle the automation of processing results from various UNIX environment applications could meet our needs. We therefore opted for Dollar Universe Solutions, which offered the best out of the schedulers tested in an open system environment," describes Sylvain Hoyez, the Dollar Universe Solutions Administrator with the Traveler Information System Delegation, SNCF



Visited by 60 million web surfers in 2004, the company's web site [voyage-sncf.com](http://voyage-sncf.com) is one of Europe's largest commercial web sites.

French Railways.

**Reliable use of processing to suit the functional logic of applications used**

"Thanks to Dollar Universe Solutions we have optimized the reliability and punctuality with which our data is processed. In the UNIX environment, all applications, spread among different servers, generate essential data from outside events and that we cannot schedule over time. Yet, the quality of our service is based on correct interaction between all of this processing. Let's take the example of the Thalès application, which serves to optimize train load factors. This application makes it possible to perform statistical calculations to prepare recommendations for analysts every day by 7 a.m. Thalès runs thanks to the data from the central system which sells tickets all day long. Yet we will never precisely know when this data will be forwarded by the central system. With Dollar Universe Solutions and its event triggered scheduler, launching Thalès data processing starts as soon as these data are received, and the refore without wasting time, right on time. Once processed, the data is forwarded to other applications so that it can be used by other groups, like the marketing group, for example. Dollar Universe Solutions therefore lets us automate the processing of data strings used by various applications with a little added value at every step along the way, meeting multiple needs," declares Sylvain Hoyez.

**More reactive supervision teams to ensure full compliance with service level agreements**

"All of the applications hosted by the center are covered by service level agreements which set out the desired degree of availability preferred for each application. For example, on the web site, our contractual commitment is 99.5% availability, and most often we hit 100%. These commitments to achieve results, which can be more or less demanding depending on the criticality of the service provided, oblige us to maintain a flexible and highly reactive supervision entity. Playing an active role in the correct operation of numerous applications, the Dollar Universe Solutions suite helps us to improve the reactivity of our supervision teams should an incident arise," explains Sylvain Hoyez. "Using the Dollar Universe Knowledge Module for Patrol, completes the operation of our overall supervision tool. Collaboration between these two tools lets us gain an exhaustive vision of our operations and helps us to react faster in case of incident. To facilitate service calls, our operators use the Dollar Universe Web Control module. Using an HTML interface, Dollar Universe Web Control is easy to use and optimizes response times. This is the most suitable tool for working remotely." "The SNCF's image is very closely linked to the services that we provide to thousands of travelers everyday. This strong service level agreement obliges us to use high performance tools. Reliable and efficient, Dollar Universe Solutions helps us to meet this commitment," declares Philippe Ravaut.

For more information

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Profile



**Key figures**

■ **Head office**  
Paris, France

■ **Sales**  
20.1 billion Euros

■ **Staff**  
220,000 people

■ **Passenger traffic**  
315 million long distance travelers in 2001  
560 million commuters in the Paris Region in 2001

■ **Freight**  
126 million metric tons

■ **Production**  
450,000 travel files created everyday

■ **Job scheduler**  
Dollar Universe Solutions

■ **IT environment**  
UNIX  
WINDOWS  
TPF  
MVS  
SAP