

Canadian Pacific

Automating Incident Callouts



"Enterprise Alert delivers the right information to the right people at the right time and in the most convenient and effective way. It has become a foundational part of our services toolbox."

Ernest Pedersen, Business Analyst, Canadian Pacific



Background

Canadian Pacific (CP) is a historic Canadian Class I railroad, incorporated in 1881. It was Canada's first transcontinental railway. Headquartered in Calgary, Alberta, it owns approximately 20,000 kilometers (12,500 mi) of track across Canada and into the United States.

Situation

CP was looking to increase speed and effectiveness of incident callouts to information officers, field services engineers and staff in various departments. Information Services was tasked with finding a solution with capabilities to automate manual processes and mobility aspects to support anywhere delivery of critical information. Architectural fit would ensure additional opportunities would arise as CP's experience with the product grew.

Solution

Derdack's Enterprise Alert® became the solution of choice. Initially deployed in the Information Services department, it now serves 90 different teams who require notification of level 1 incidents. CP uses the "Emergency Callout" feature of Derdack to automate incident alerting. It allows for fast, parallel multi-channel notification of people and teams, factoring in duty scheduling, communication preferences and responsibilities. This heavily increases speed of delivery by relieving 1st level operations staff from manually and sequentially reaching out to people.

The mobile app of Enterprise Alert with its push notifications plays a central role, while text messaging and voice calling is also used for specific scenarios. Derdack's mobile app, available for iPhone, Android and Windows Phone, combines powerful push notifications, actionable alert messages, response tracking, annotations and 'who-is-on-call' information.

CP also integrated Enterprise Alert with HPE Service Manager (HPSM) to deliver incident alerts to 800 field engineers supporting the rail network. Once they receive an alert, they can respond with ETA information on how fast they can reach the incident site. Automated escalations happen when field engineers in the vicinity and on duty don't confirm an alert within a certain amount of time.

Other CP departments using Derdack's automated callouts are the CP Police Service and the media relations team.

Benefits

CP enjoys a range of benefits:

1. Automation of previously manual communication processes saves a lot of time and increases overall productivity and responsiveness
2. Based on Derdack-integrated duty scheduling, "Who is on call" info is always up-to-date and accessible from both web and mobile, improving agility
3. Solution architecture allows for future scenarios and user-requested enhancements

Client

Canadian Pacific, Canada

Industry

Transport

Business needs

- A tool to automate level 1 incident callouts
- Flexibility to meet various scenarios across the entire organization
- Strong support for workforce mobility (mobile app)
- Integration with existing infrastructure (e.g. HPSM)

Business benefits

- Automated incident callouts empower operations staff and reduce time-consuming manual callout work
- Results in much faster response to level 1 incidents
- Future-proof architecture allows for enhancements and scenario alignment

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