

Canadian Pacific

Automating Engineering Incident Callouts



Enterprise Alert continues to successfully serve CP in an efficient and effective way, more recently by providing the Engineering Department with a reliable, automated tool that speedily transmits messages in full to its target audience.

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Background

Canadian Pacific (CP) is a historic Canadian Class I railroad incorporated in 1881. It was CP that connected the country and became Canada's first transcontinental railway. Headquartered in Calgary, Alberta, it owns approximately 13,000 miles of track across Canada and the United States.

Use cases

CP initially introduced Enterprise Alert in 2016 to increase speed and effectiveness of incident callouts to information workers, and staff in various departments. The platform has constantly grown ever since and now includes a couple of thousand users across different business units:

- Crisis Preparedness
- Corporate Affairs
- Engineering
- CP Police
- Information Services

Work assignments use case

CP's Engineering team is dispatched to call out eligible off-duty union employees for derailment clean-ups and other significant incidents. These employees reside near the incident and, if applicable, are qualified to handle the specific nature of the incident (e.g., special certifications).

Prior to implementing to Engineering, up to five members of the team would make callouts to as many as 600 employees – with a requirement to complete within 4-6 hours. Due to the unplanned nature of these incidents, CP's agreement with its unions ensures that all available employees are called for these opportunities.

With the deployment of Enterprise Alert in late 2019, the complete list of available employees are now contacted three ways: by phone, by email and by text message, in a fraction of the time it took before. Enterprise Alert also provides the Engineering team with logging on every callout fulfilling requirements in CP's collective agreements.

Benefits

1. Saving time. Up to 85% reduction in time to complete callouts – from 10-15 hours per incident to 2.5 hours
2. Focus on work priorities. Team members can concentrate on higher priority tasks
3. Increased work-life balance. Less resources required for less time when incidents occur outside regular office hours

Client

Canadian Pacific, Canada

Industry

Transport

Business needs

- Flexibility to meet various scenarios across the entire organization
- A tool to automate rapid callouts – whether its to 6 or 600 people
- Strong support for Works mobility (mobile app)
- Increase transparency and speed of callouts

Business benefits

- Saving 6-8 hours on average per Engineering callout
- Up to 600 employees can be contacted in one hour

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