



Alstom Applications Demo

9 Jan 2025

ALSTOM
• mobility by nature •

Agenda

1. Introduction on Alstom
2. High Level Architecture
3. Demonstration of Digital Board Book and its key features
4. Demonstration of Customer Portal and its key features
5. Demonstration of Healthub application and its key features

01

Introduction on Alstom



Client business

Alstom SA is a French multinational rolling stock manufacturer which operates worldwide in rail transport markets. It is active in the fields of passenger transportation, signaling, and locomotives, producing high-speed, suburban, regional and urban trains along with trams.

From high-speed trains, metros, monorails, trams, to turnkey systems, services, infrastructure, signalling and digital mobility, Alstom offers its diverse customers the broadest portfolio in the industry. With its presence in 63 countries and a talent base of over 80,000 people from 175 nationalities, the company focuses its design, innovation, and project management skills to where mobility solutions are needed most.

Key elements



Manufacturing



1000 customers



1,547 crores
EUR (2022)



250 sites



80,000



Saint-Ouen-sur-
Seine, France

ALSTOM IS THE MOBILITY LEADER IN THE "OPEN" RAILWAY MARKET

PORTFOLIO

ROLLING STOCK & COMPONENTS



65 Sites

DIGITAL & INTEGRATED SYSTEMS



74 Sites

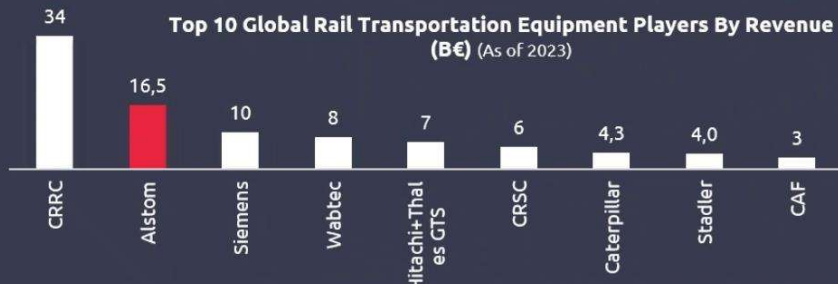
SERVICES



250 Service Depots

RAILWAY SECTOR UNDER CONSOLIDATION

Top 10 Global Rail Transportation Equipment Players By Revenue (B€) (As of 2023)



KEY FIGURES

#2
Rail Equipment
Player

16.5 B€ (+7%)
2023 Rev

12.8 B€ (+4.1%)
9M 2024

90.3 B€
9M 2024
Order Backlog

13.9 B€ (-8.7%)
9M 2024
Order Intake

5.2%
Adj. EBITA
margin

75,000
employees

-1500
Job cuts

-1.12 B€
FCF

STAKES



Capgemini Footprint



WE DELIVER THE BEST OF CAPGEMINI SERVICES AS A PLATINUM ACCOUNT FROM 14 COUNTRIES



FOCUS ON DIGITAL TRANSFORMATION FOOTPRINT



CISO & Tech

- Next Gen SOC
- IAM
- COE Cyber Archi
- Cyberculture
- Industrial IT
- BT Integration cockpit



IS&T & D&IS

- Secure Lab Tour
- Agora
- DSB
- Digital Train
- Cyber OT
- Process Mining



BUSINESS SOLUTIONS

- Landscape Harmonization
- Customer Portal
- Electronic Signature
- MDM
- DBB



CITS

- Customer IT Services

CAPGEMINI FOOTPRINT

Top 3 Engineering Services Partner

Strategic Digital Transformation partner

A unique positioning on both Engineering & Digital transformation and both BCC and HCC countries

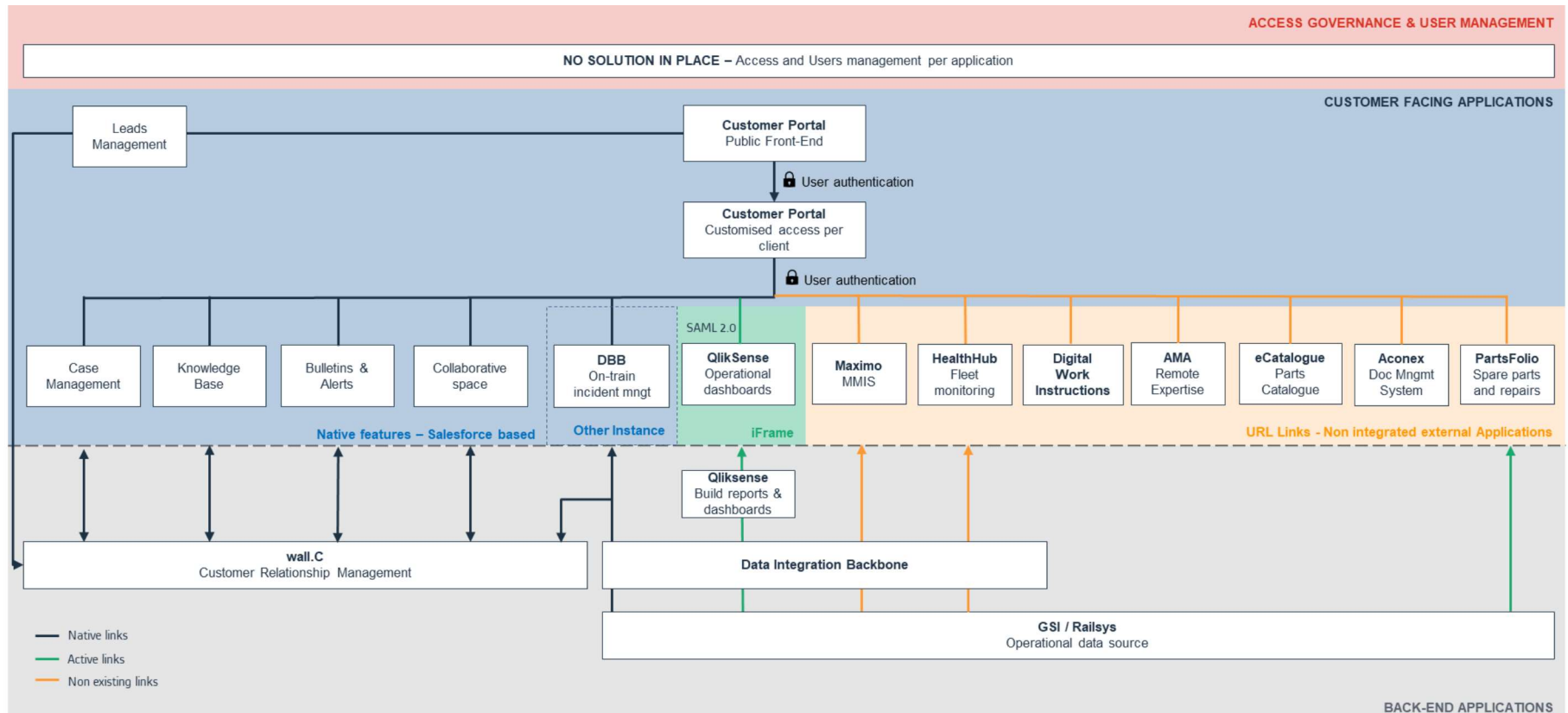
Increased recognition as a Digital Transformation Partner with INVENT

Trusted partner for Cyber end2end activities

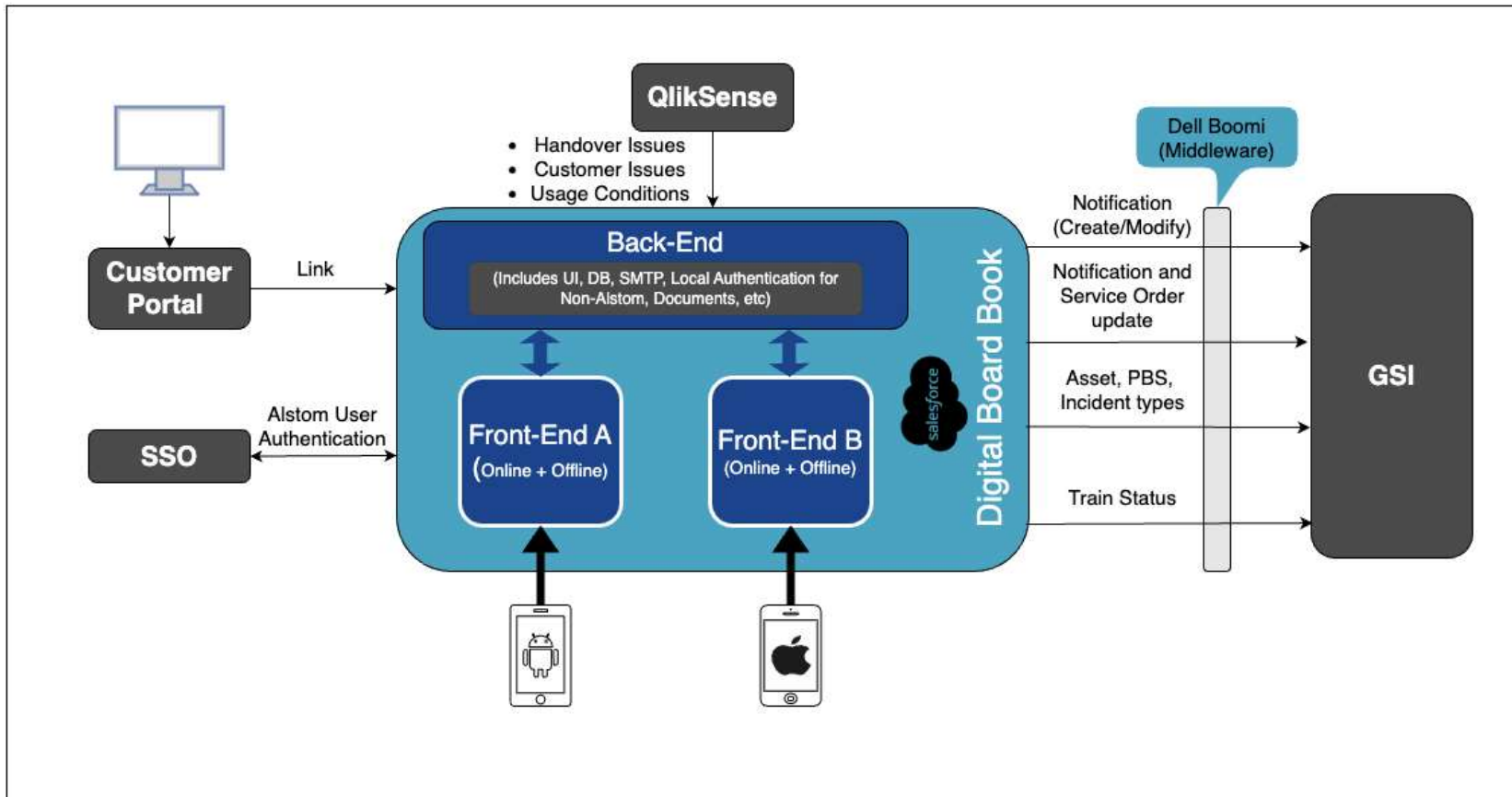
02

High Level Architecture

High Level Architecture



DBB High Level Architecture



03

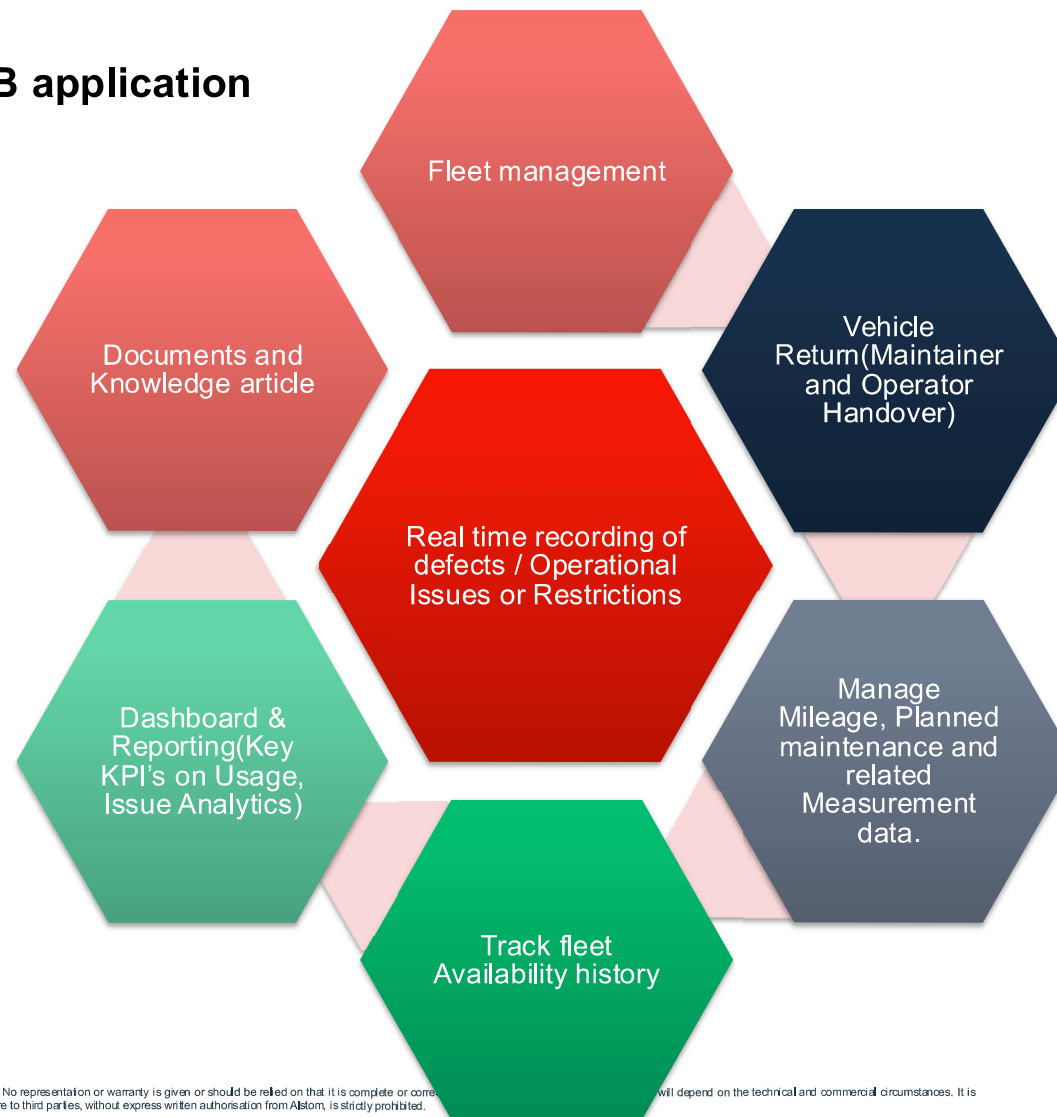
Digital board book (DBB)



Introduction – Digital Board Book(DBB)

- **Digital Board Book** is a Mobile and Web Application that allows an Operator to report issues / anomalies experienced whilst train in Commercial service and allows a Maintainer to handover a train post Maintenance into Commercial service and obtain a signature of acceptance from the Driver / Train Manager.
- This application replaces the current manual collection of defects on the train at arrival to depot and allows the analysis to be done before the Train is handed over, allowing internal functions to diagnose and assess the response needed for (Technical Issues and Equipment / Materials) in advance.
- This process also formalises the responsibility between the two organisations (Operator & Maintainer) and allows for an arbitration process to be initiated and the correct liability to be determined.

- **Key features of DBB application**



Technology Stack

- React Native framework (Supports iOS and Android Platforms)

FRONTEND



- Salesforce (CRM solution for customers and ALSTOM)

BACKEND

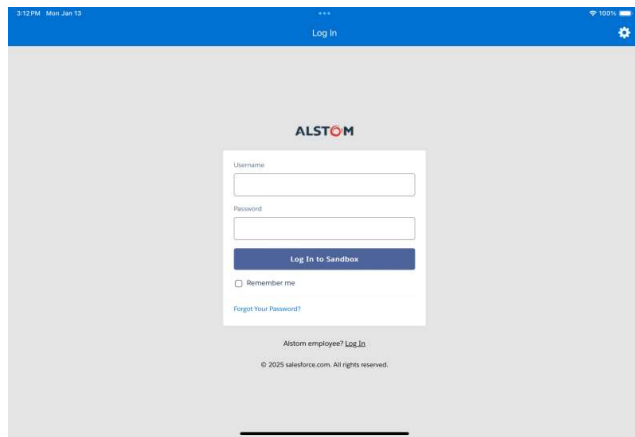


- Integrations with dependent systems via Boomi and Azure SSO

INTEGRATION



DBB Mobile Workflow



ALSTOM

Username

Password

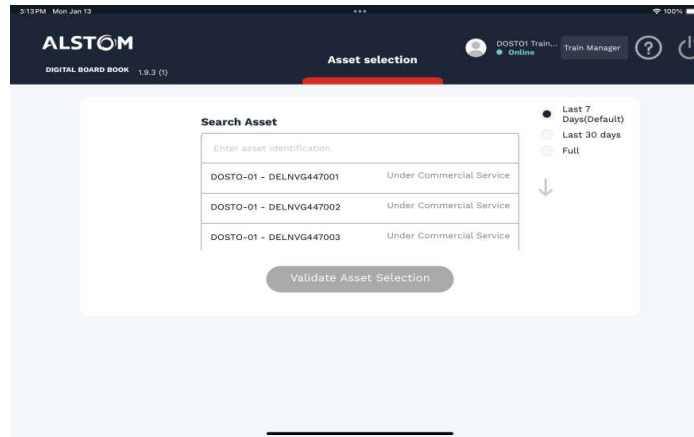
Log In to Sandbox

☐ Remember me

[Forgot Your Password?](#)

Alstom employee? [Log In](#)

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DIGITAL BOARD BOOK 1.9.3 (1)

Asset selection

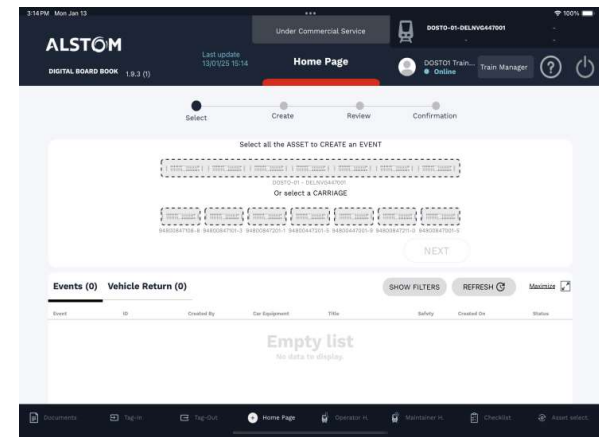
Search Asset

Enter asset identification

DOSTO-01 - DELNVG447001	Under Commercial Service
DOSTO-01 - DELNVG447002	Under Commercial Service
DOSTO-01 - DELNVG447003	Under Commercial Service

Validate Asset Selection

☒ Last 7 Days(Default)
☐ Last 30 days
☐ Full



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DIGITAL BOARD BOOK 1.9.3 (1)

Home Page

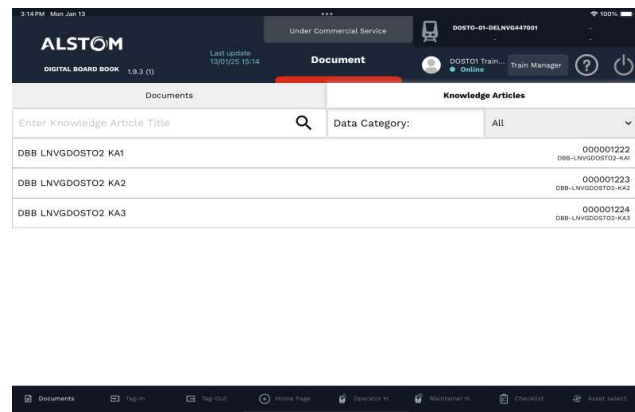
Select all the ASSET to CREATE an EVENT

Or select a CARRIAGE

Events (0) Vehicle Return (0)

SHOW FILTERS REFRESH Maximize

Empty list
No data to display



ALSTOM

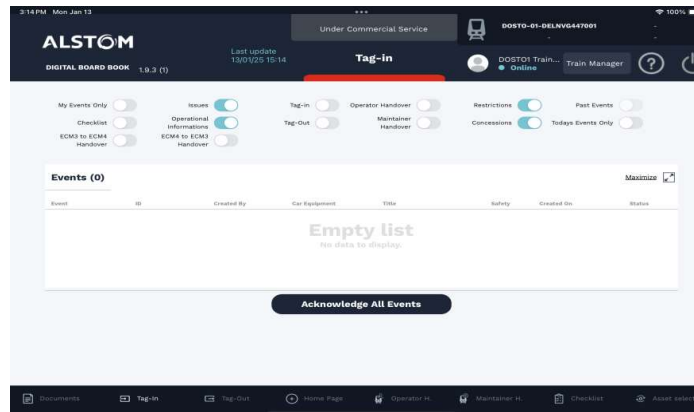
DIGITAL BOARD BOOK 1.9.3 (1)

Document

Enter Knowledge Article Title

Data Category: All

DBB LNVGDOSTO2 KA1	000001222
DBB LNVGDOSTO2 KA2	000001223
DBB LNVGDOSTO2 KA3	000001224



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DIGITAL BOARD BOOK 1.9.3 (1)

Tag-in

My Events Only
☐ Checklist
☐ ECOM to ECOM Handover

Events
☒ Operational Informations
☐ ECOM to ECOM Handover

Tag-in
☐ Tag-Out

Operator Handover
☐ Maintainer Handover

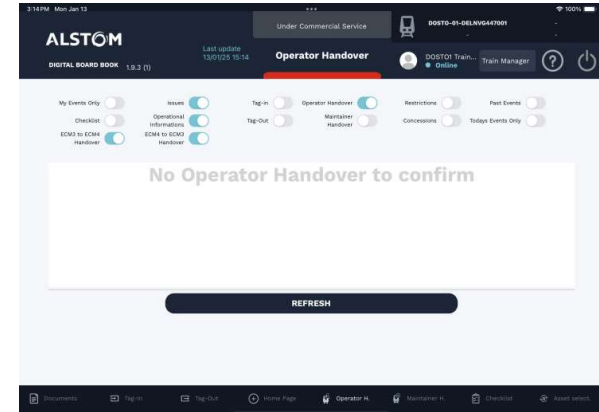
Restrictions
☒ Concessions

Past Events
☐ Today's Events Only

Events (0)

Empty list
No data to display

Acknowledge All Events



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DIGITAL BOARD BOOK 1.9.3 (1)

Operator Handover

My Events Only
☐ Checklist
☐ ECOM to ECOM Handover

Events
☒ Operational Informations
☐ ECOM to ECOM Handover

Tag-in
☐ Tag-Out

Operator Handover
☒ Maintainer Handover

Restrictions
☐ Concessions

Past Events
☐ Today's Events Only

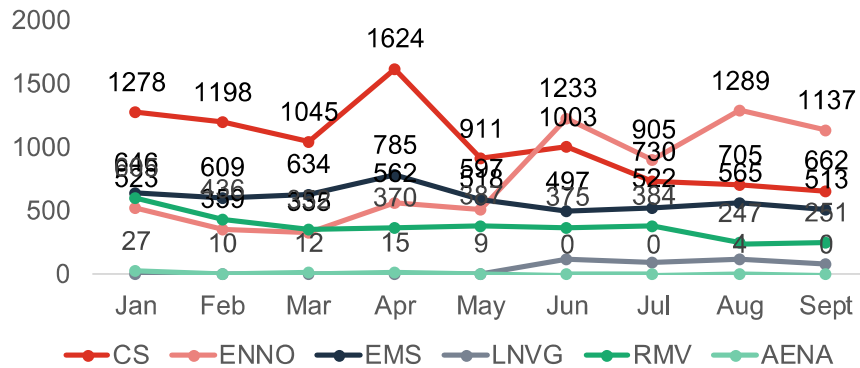
No Operator Handover to confirm

REFRESH

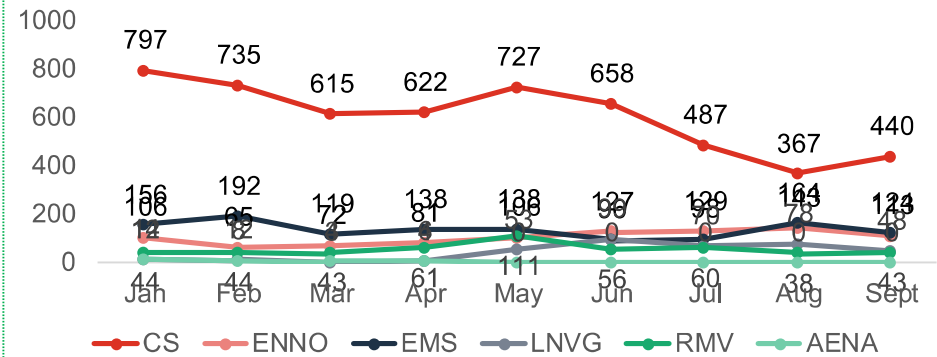
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Adoption

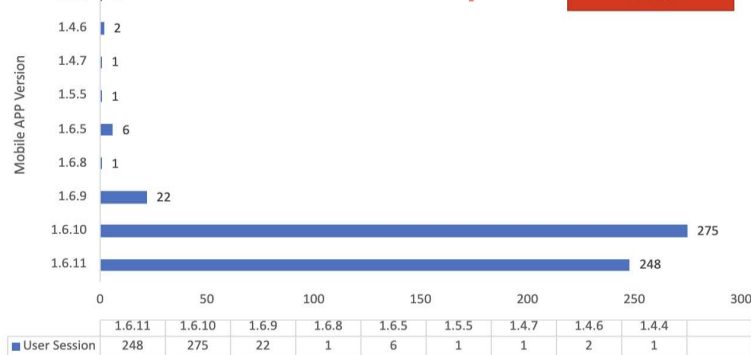
User logins per customer



Issues submitted per customer



Mobile APP Adoption

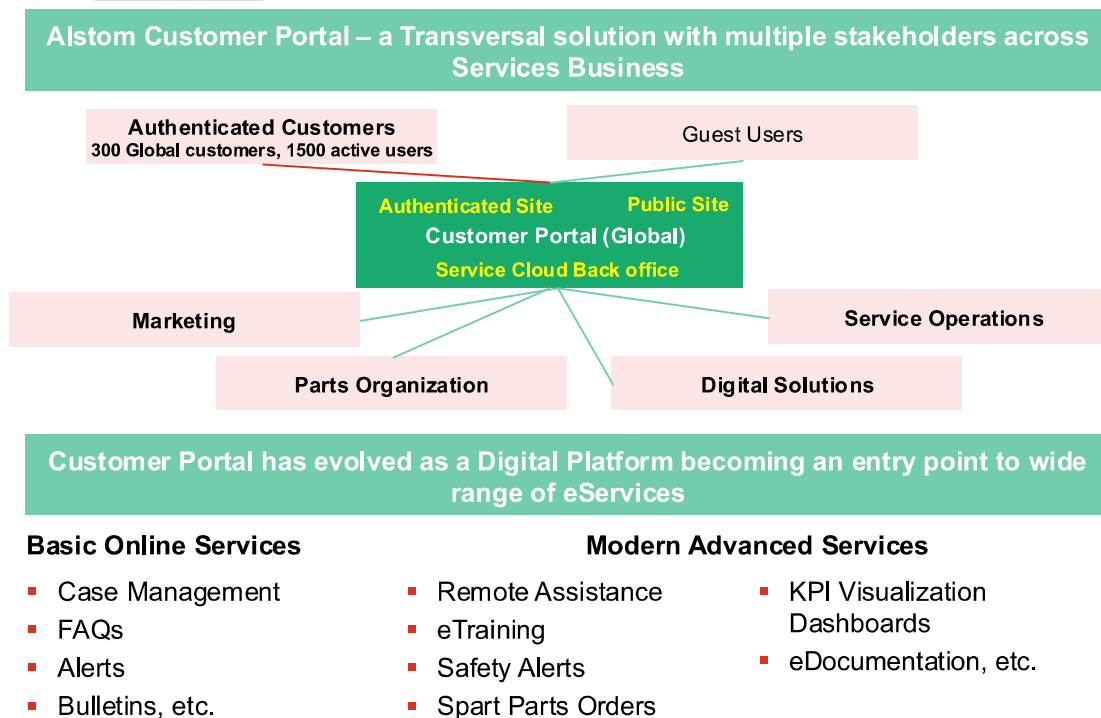


- Key Features delivered in last release to improve the adoption of there application and improve there customer experience
- Improved Mobile latest version Application adoption (42.7%)

04

Customer Portal

Introduction – Customer portal Application



Long Term Vision for Services using CP as platform:

- Greater **business autonomy** for content publishing, administration for accounts, business configuration tasks
- **Standardize** CP to fit Global needs, optimizing Services by bringing worldwide Alstom sites closer together and improve process efficiency and lead time
- Move towards services-based **Core Model** and less client, project specific developments
- Create awareness and use CP as a platform to showcase **Alstom innovations** based on market trends, client needs and Alstom R&D capabilities
- Provide a common merged client facing portal by merging MyBT Fleet provided solutions into CP with the new **Connect2Mobility** identity
- **Integrate** CP with services applications in future e.g. SmartPCN, HealthHub, eCommerce

Capgemini has implemented **Transformation of Customer Portal to Salesforce Lightning** to enhance the customer experience and create a future-proof platform as a foundation to evolve it further. Alstom wants to enhance few key / prioritised features as a part of upcoming release.



DEMO

05

Healthhub Notifications Application



Introduction to Healthhub Application

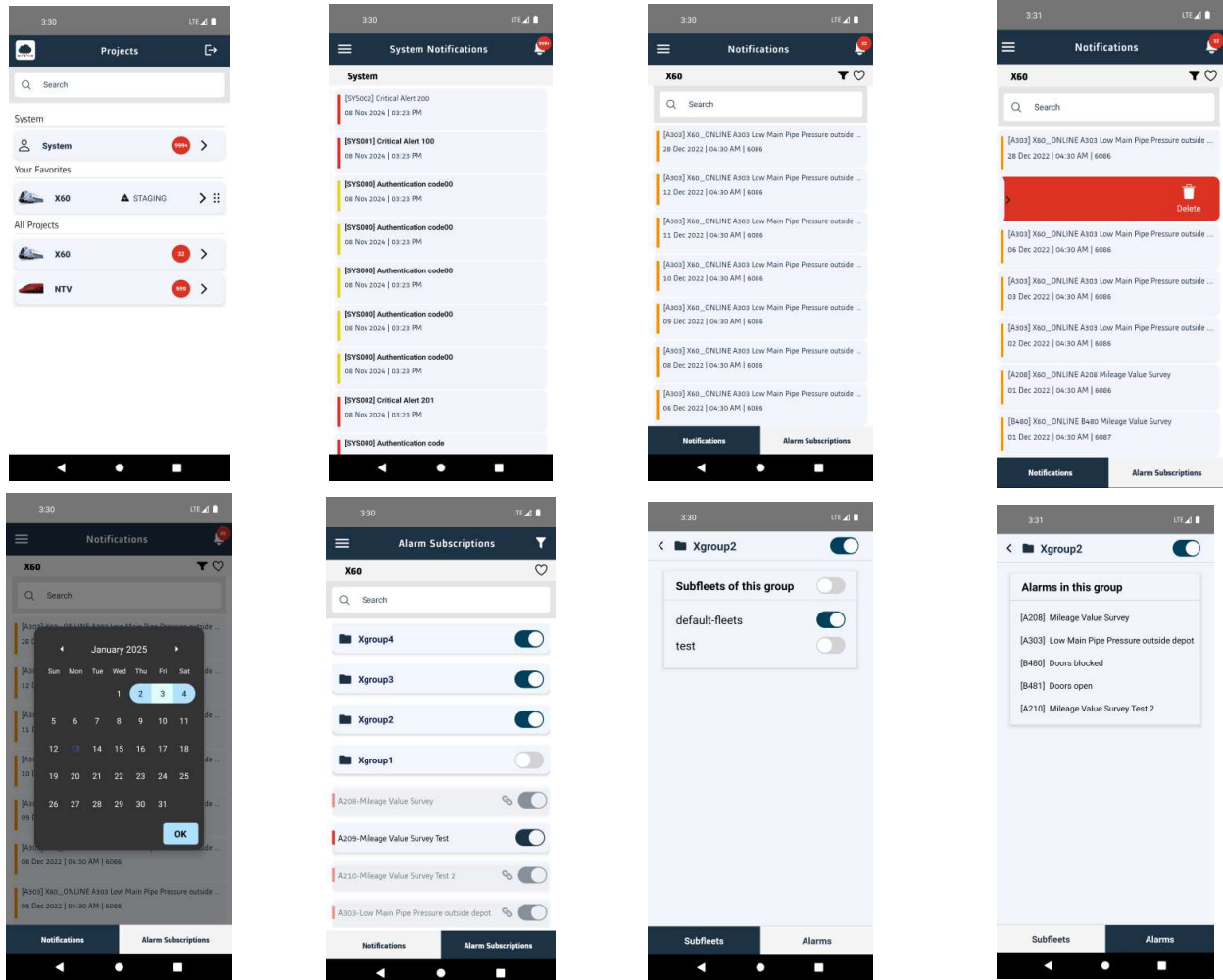
- In the fast-paced world of rail transport, staying connected and informed is crucial. Alstom, a prominent player in the rail transport market, recognized the need to enhance their communication channels and sought a solution to streamline their notifications. Enter the Alstom HealthHub Notifications Mobile App—a game-changer that has transformed how Alstom India communicates with its users and keeps them updated on vital projects and alerts.
- The reliance on SMS gateways presented various issues for Alstom. Recipients had to provide express written consent and opt-in to receive SMS messages, creating a significant barrier to entry. In contrast, push notifications offered a seamless opt-in process, allowing Alstom to reach their users effortlessly. With push notifications, recipients manage app permissions directly on their mobile devices, eliminating the need to navigate complicated settings and reducing the likelihood of opting out.



New enhancements in HealthHub Notification Version 2.0

- 1.Update the mobile app SSL trusted certificate and SSL pin SHA256 hash.
- 2.Improve the robustness of the application when network is slow or is not available
- 3.Retry mechanism for APIs
- 4.Implemented warning dialogues for Different HTTP codes
- 5.Implemented Header toggle with Subfleet visibility and Interaction control
- 6.Allows notifications filtering By Date Range
- 7.Project List page UI Enhancement

HealthHub Workflow



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