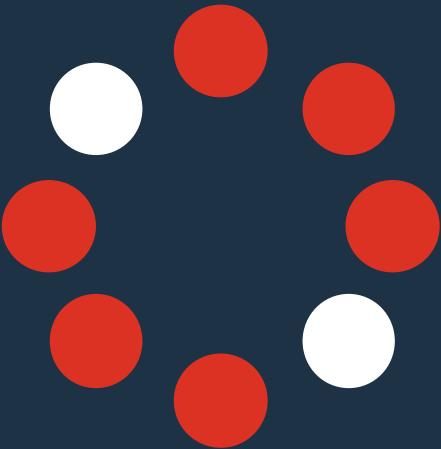




Alstom Applications Demo

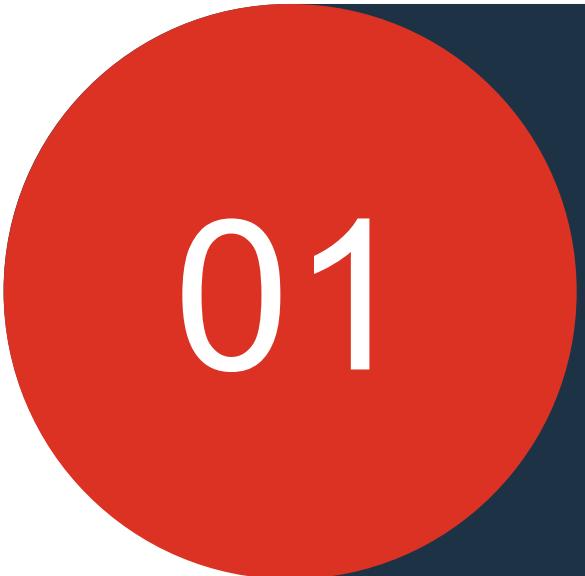
9 Jan 2025

ALSTOM
• mobility by nature •

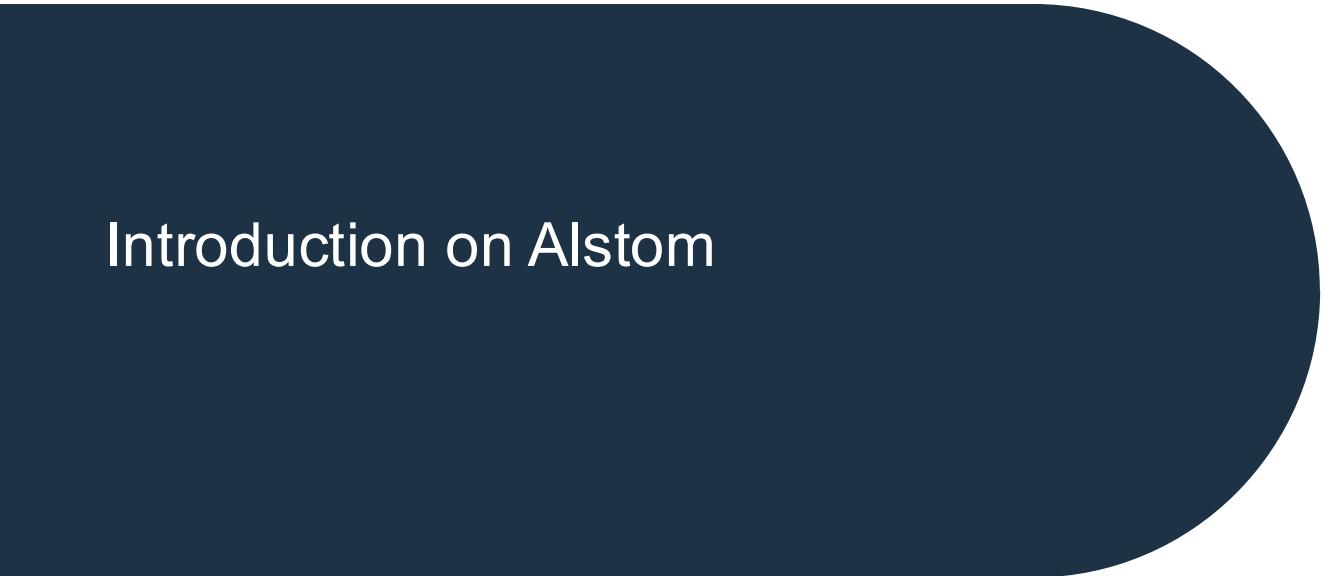


Agenda

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



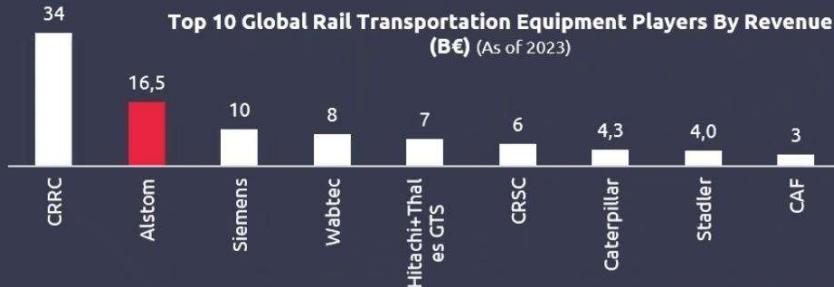
74 Sites

SERVICES



250 Service Depots

RAILWAY SECTOR UNDER CONSOLIDATION



KEY FIGURES

#2
Rail Equipment Player

16.5 B€ (+7%)
2023 Rev

12.8 B€ (+4.1%)
9M 2024

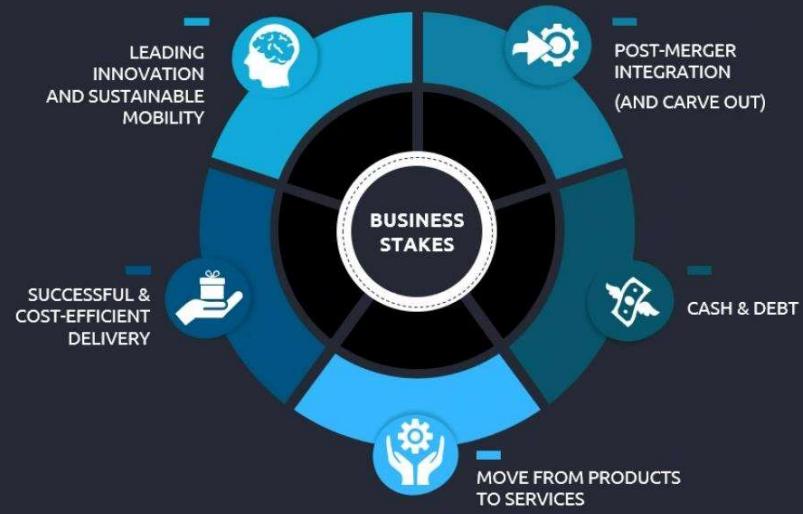
90.3 B€
9M 2024 Order Backlog

13.9 B€ (-8.7%)
9M 2024 Order Intake

5.2%
Adj. EBITA margin
75,000 employees

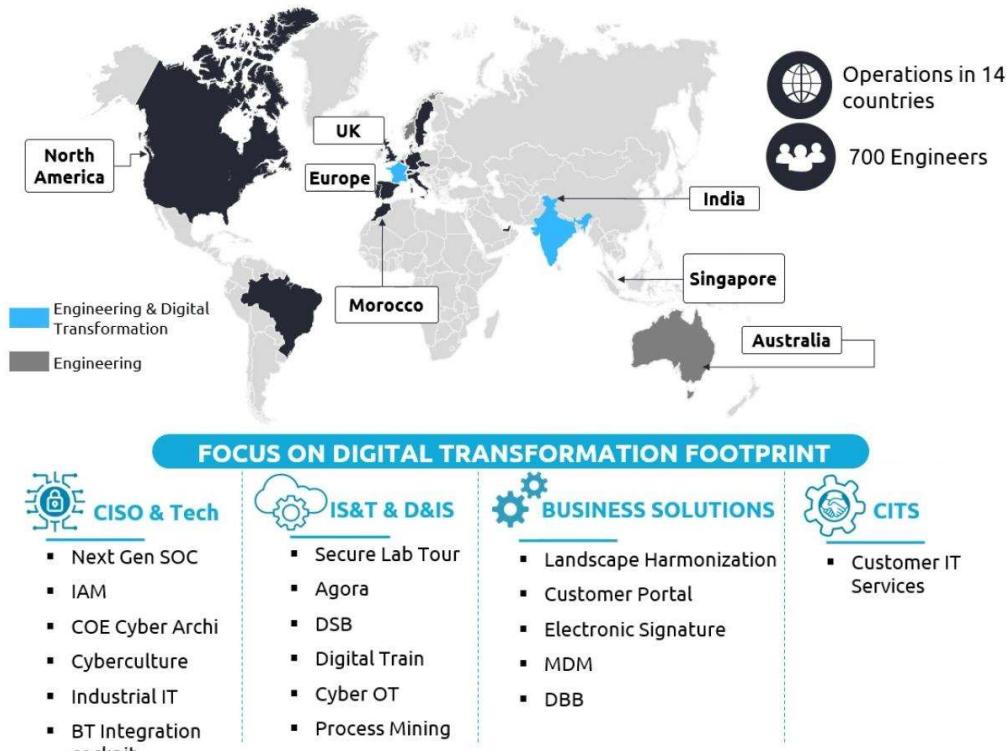
-1500 Job cuts
-1.12 B€ FCF

STAKES



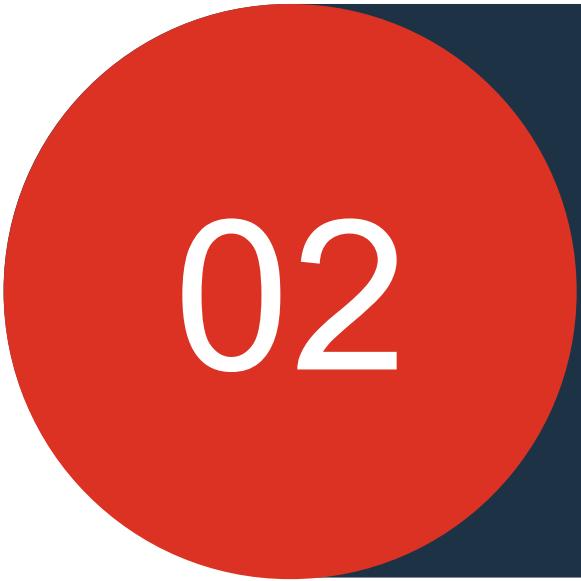
Capgemini Footprint

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



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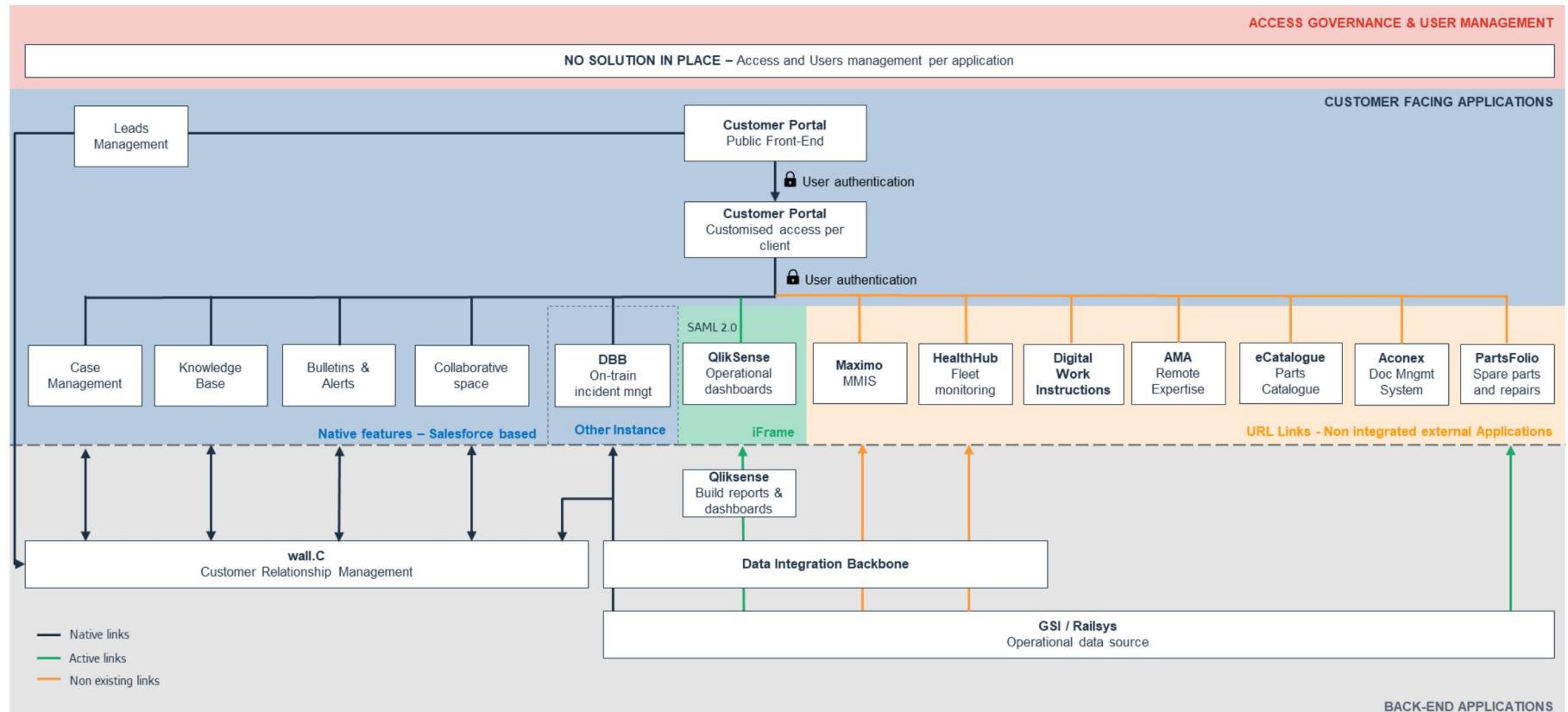


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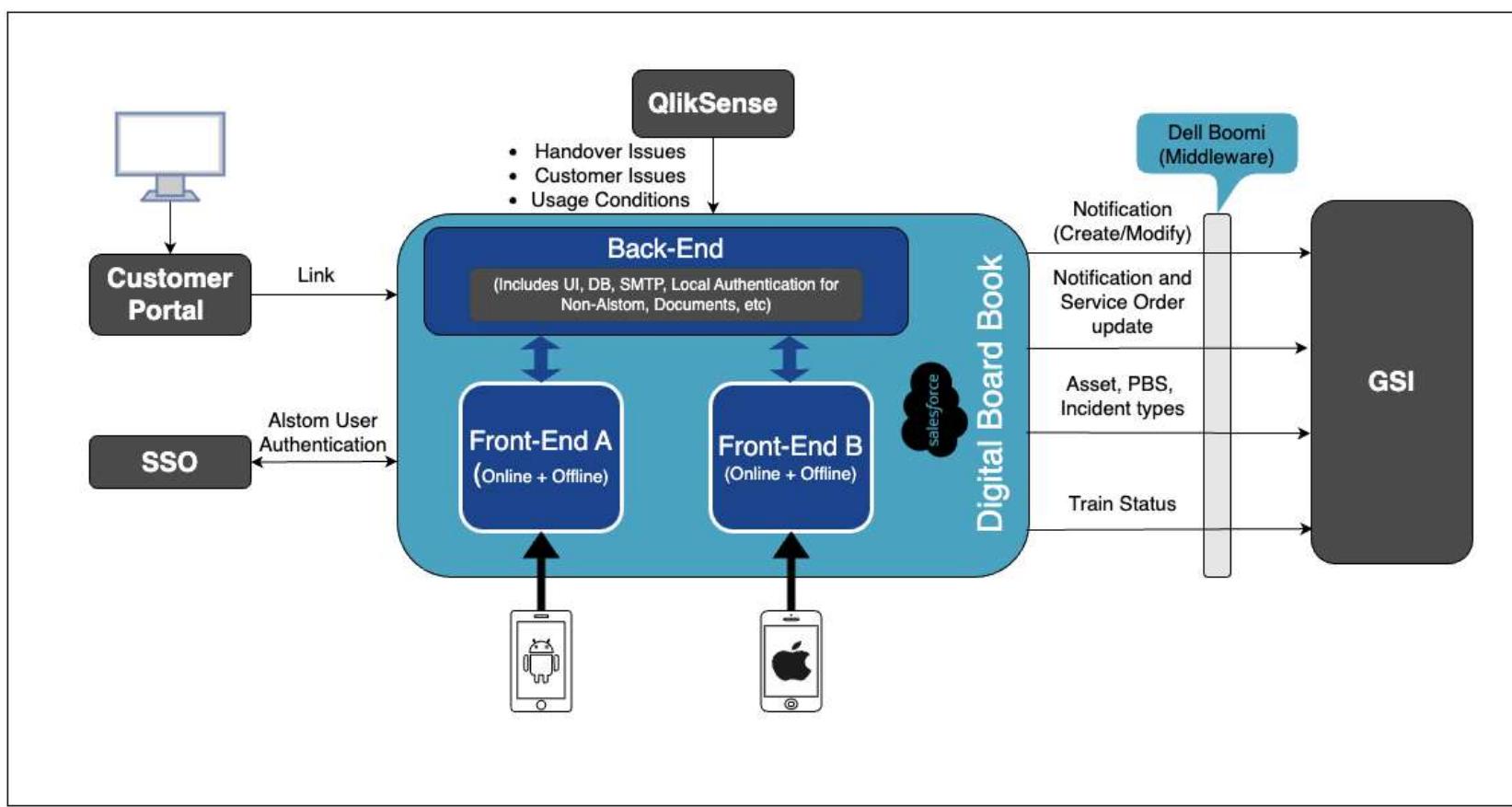
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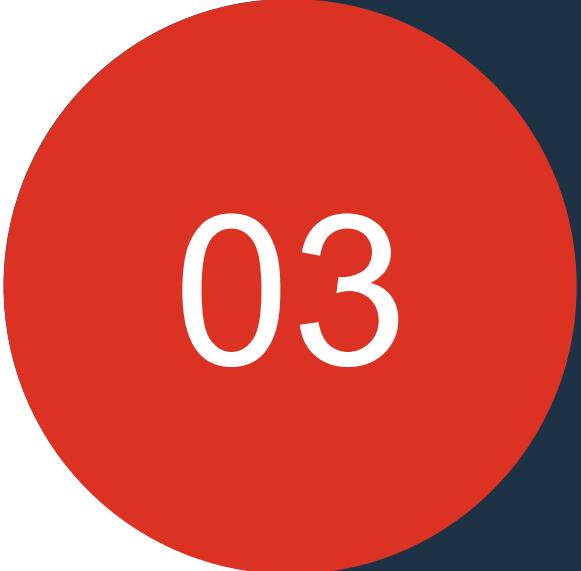
High Level Architecture

High Level Architecture



DBB High Level Architecture





03

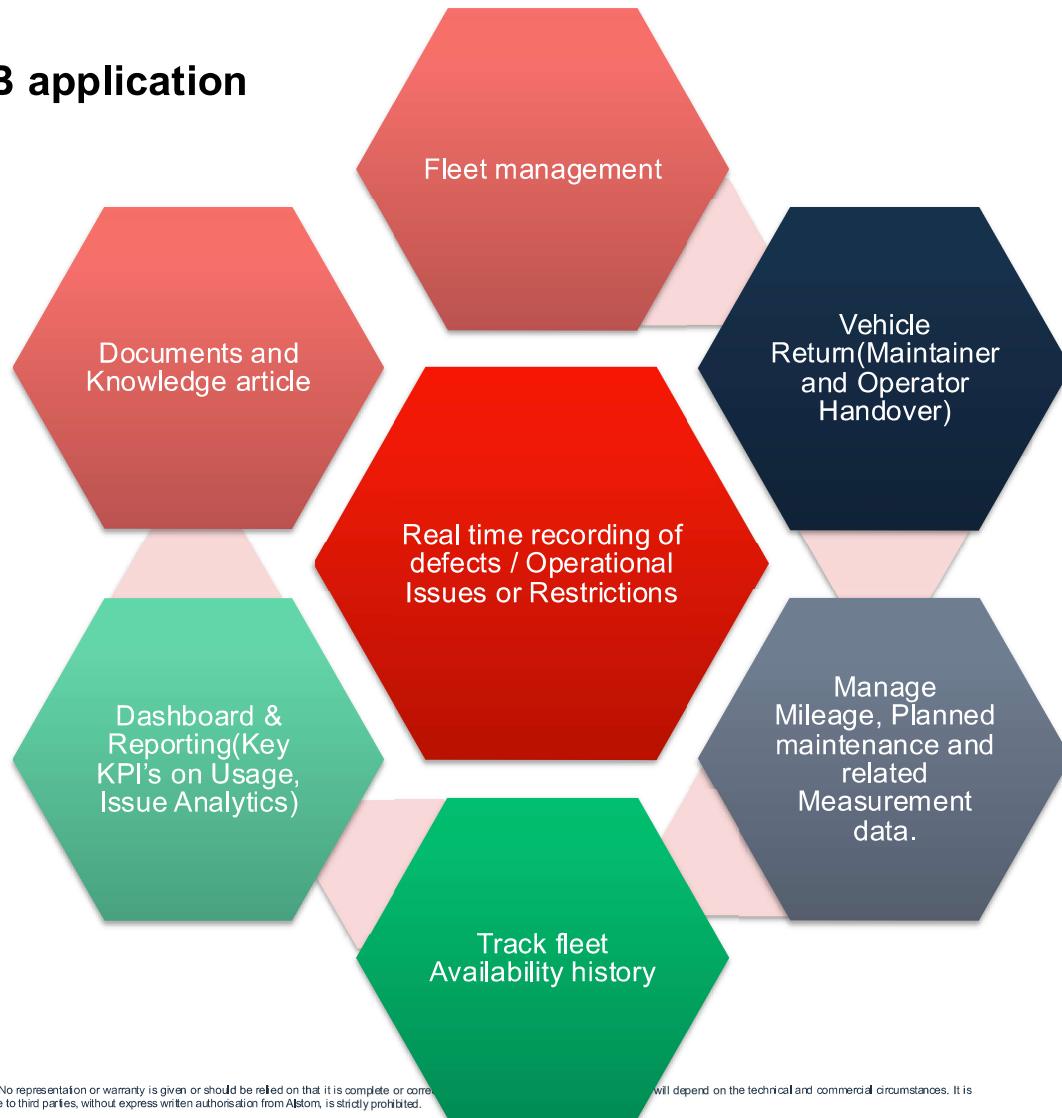


Digital board book (DBB)

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

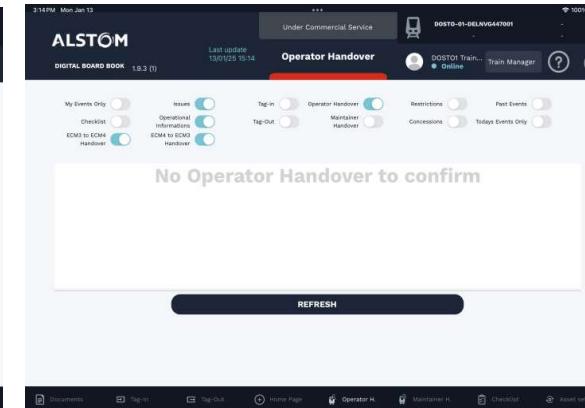
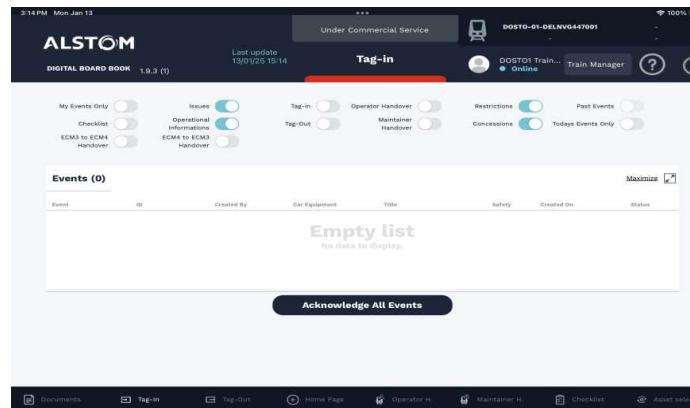
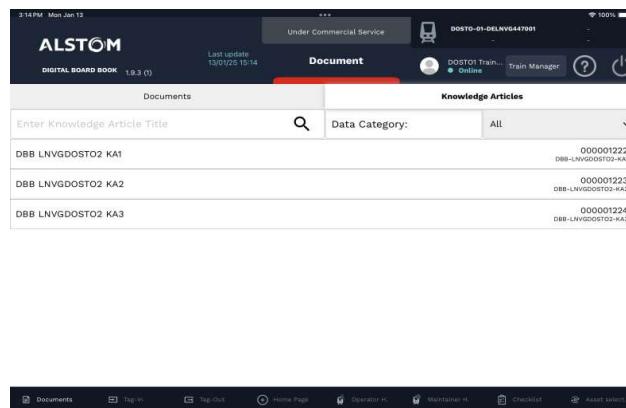
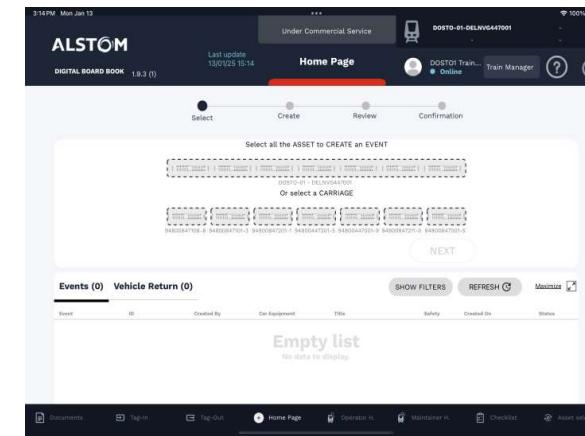
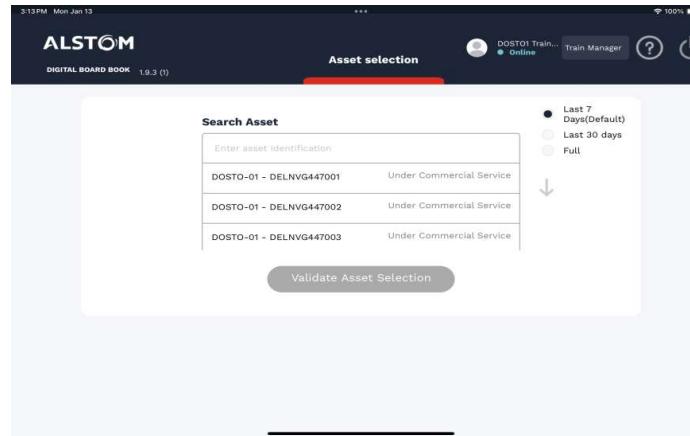
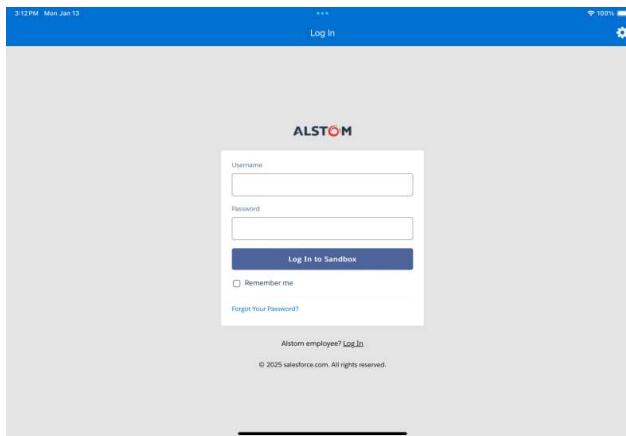


- Integrations with dependent systems via Boomi and Azure SSO

INTEGRATION

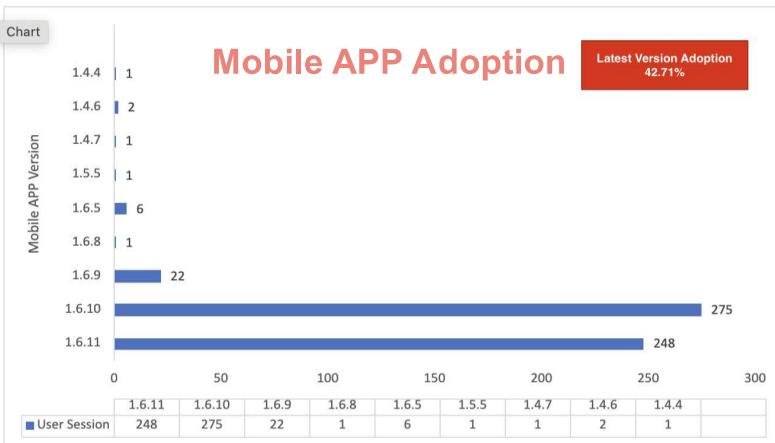
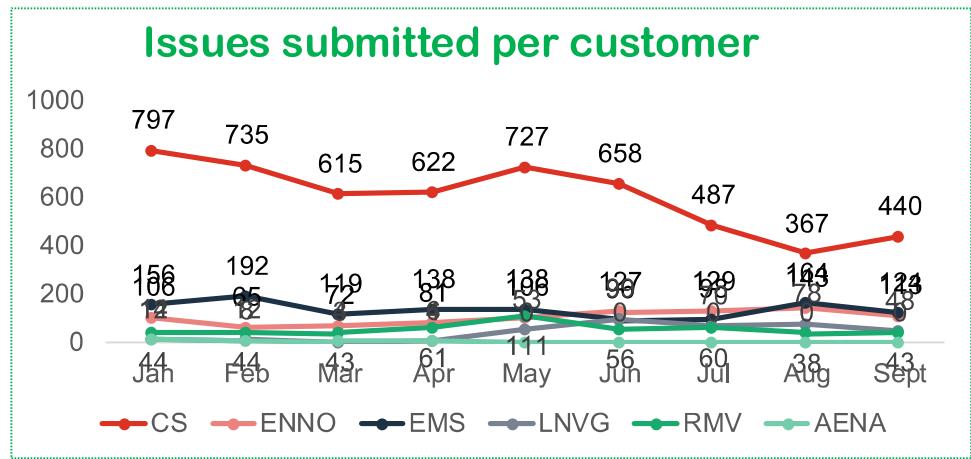
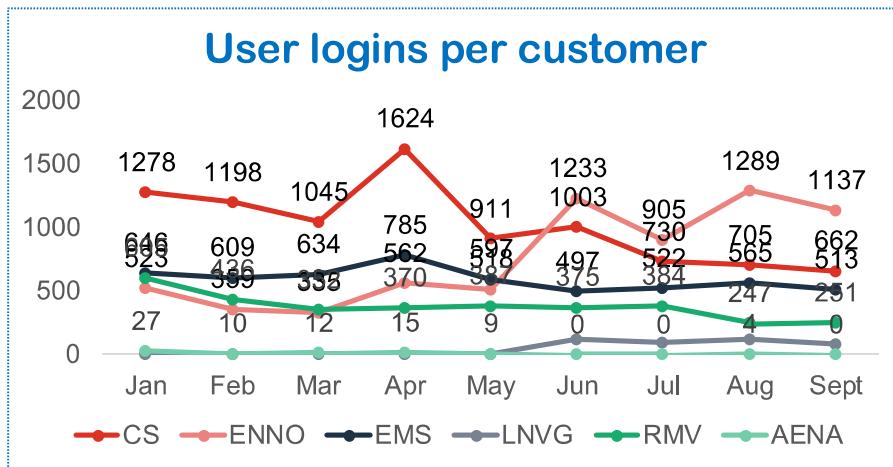


DBB Mobile Workflow



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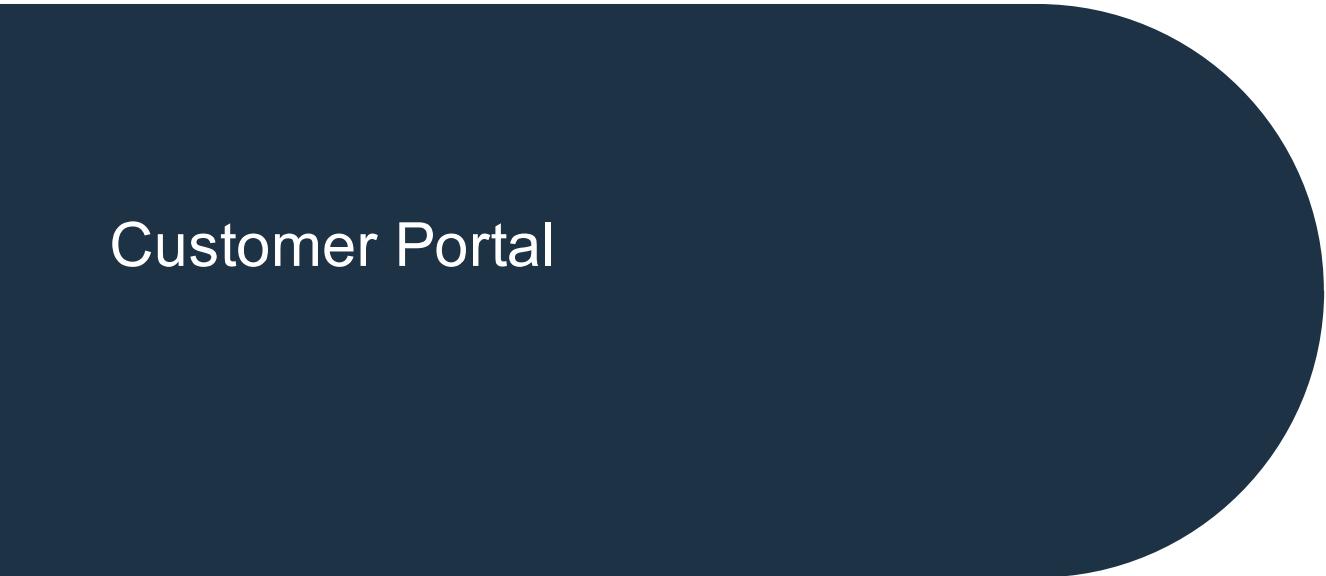
Adoption



- 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%)



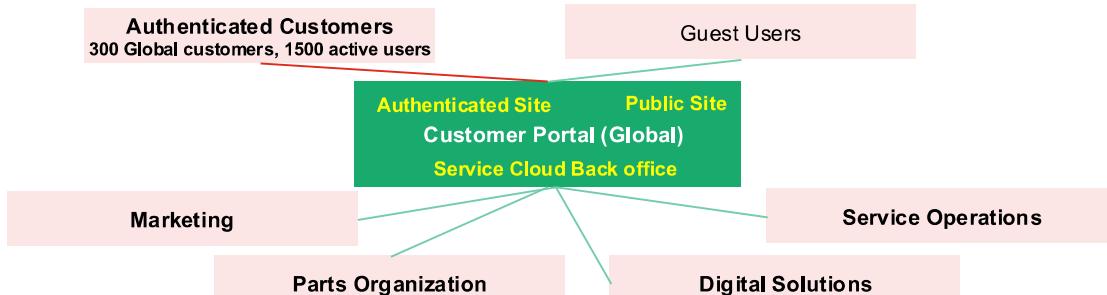
04



Customer Portal

Introduction – Customer portal Application

Alstom Customer Portal – a Transversal solution with multiple stakeholders across Services Business



Customer Portal has evolved as a Digital Platform becoming an entry point to wide range of eServices

Basic Online Services

- Case Management
- FAQs
- Alerts
- Bulletins, etc.

Modern Advanced Services

- | | |
|----------------------|------------------------|
| ▪ Remote Assistance | ▪ KPI Visualization |
| ▪ eTraining | ▪ Dashboards |
| ▪ Safety Alerts | ▪ eDocumentation, etc. |
| ▪ Spart Parts Orders | |

Long Term Vision for Services using CP as platform:

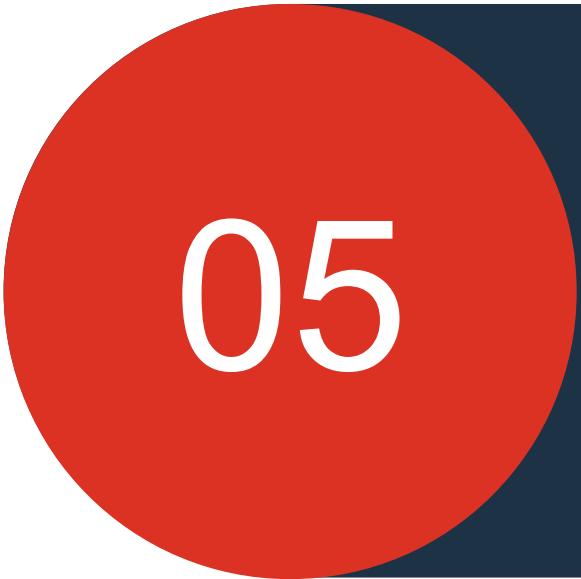
- Greater **business autonomy** for content publishing, administration for accounts, business configuration tasks
- **Standardize** CP to fit Global needs, optimizing Services by bringing worldwide Alstom sites closer together and improve process efficiency and lead time
- Move towards services-based **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 MyBTFleet 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.



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05

Healthub Notifications Application

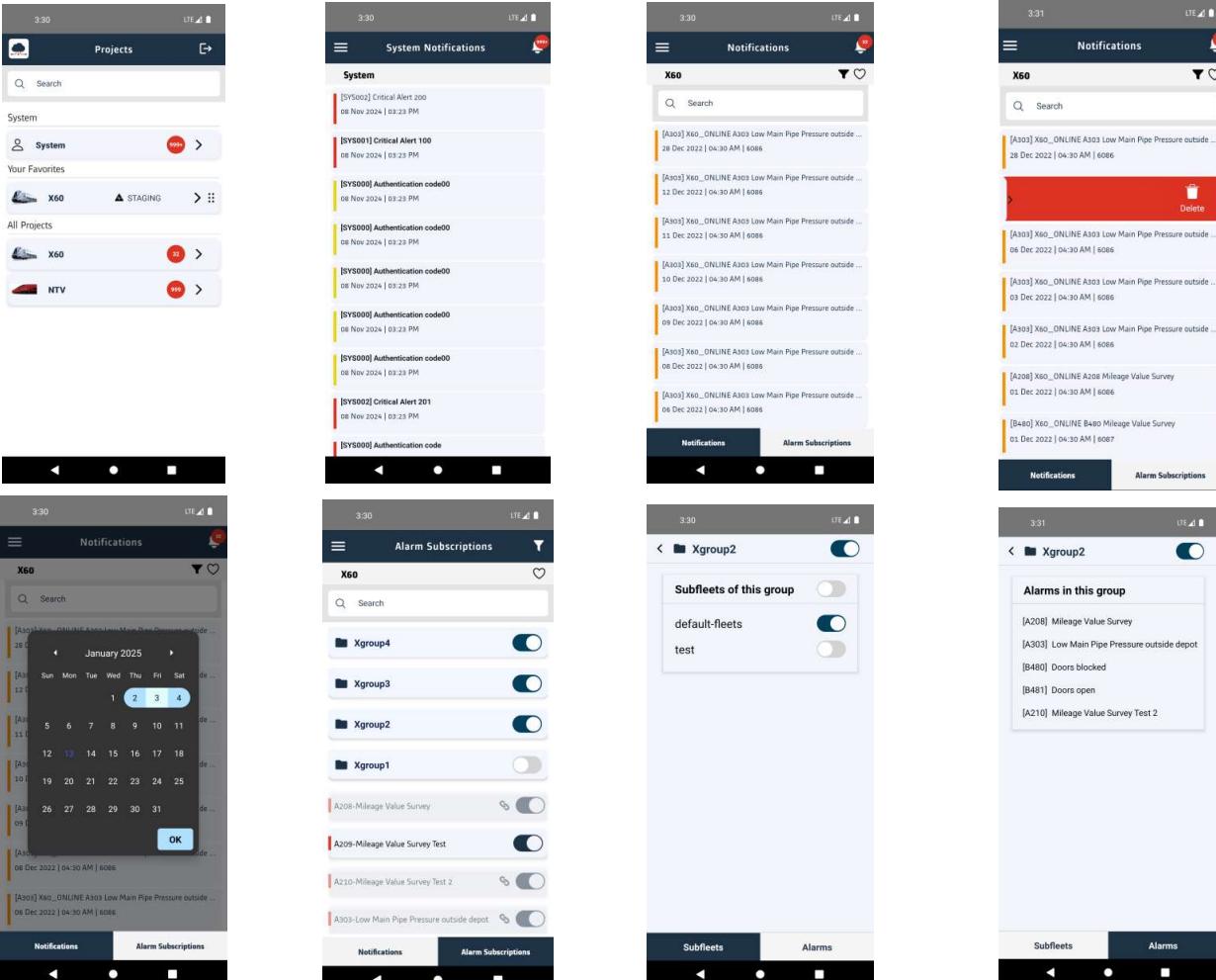
Introduction to Healthhub Application

- 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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