

Working with Translink to drive improvements in safety, quality and satisfaction throughout its business.

We were contacted by Translink with a view to digitising and streamlining a number of paper documents across their systems and business process, with the integration of our Mobiess Insight e-forms product.

Translink is made up of the operations of the three companies, Metro, NI Railways and Ulsterbus, all with very different needs, schedules and teams – all of which needed a simple, uniform process across their systems, operating scheduled bus and rail services throughout Northern Ireland, including numerous cross-border and cross-channel links.

Scheduling and delivery of over 80 million bus and rail passenger journeys each year for more than 1.5 million passengers travelling for work, education, health services, leisure activities and more each week, Translink operate a fleet of 1,400 buses, coaches and trains, run 12,500 services every day and employ over 3,800 people in jobs across all parts of Northern Ireland.

The importance of these transport services for the population of the villages, towns and cities they serve, helping Northern Ireland thrive, is key – and Translink take enormous pride in ensuring that the people they transport can rely on swift, streamlined and reliable service – which is why they looked for a solution which could meet the varied needs of each branch of the business.

The Solution

Translink's drive for modernisation, paired with an appetite for continuous improvement and efficiency across such diverse business needs, provided the perfect opportunity to embrace the full capacities of our Insight e-forms platform.



"The Mobiess Platform provides an intuitive forms designer and allows us to collect real-time data into a structured Microsoft SQL Server Database enabling us to self-deliver Dashboards and Reports for our business units using our Power BI Analysis tools."

"Paula Young, Corporate Business Analyst, Translink"

The rollout and implementation of Mobile Working into the business, supported by an internal team who understand the complex operational requirements of such a large public-sector organisation, saw data collection forms and processes initiated even where there were no existing processes or software to integrate the system into.

Tailoring the Mobiess Insight platform with a focus on data quality from the initialisation of the integration means that Translink have benefitted from converting that data into key, actionable knowledge with none of the delays that similarly sized organisations may experience when digitising their processes. This meant that our product could be adapted to the specific needs of Translink, digitally replacing their existing, outdated paper processes to streamline scheduling, reporting and communication for everything from trackside operations through to customer satisfaction surveys.

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The Result

With the vision “Translink Anywhere” in mind, the Insight platform enables the Translink team to work towards improved business processes aligned to the corporate values on every level. With the Mobiess Insight platform Translink’s IS department can integrate all reporting into their existing corporate Microsoft Power BI platform, allowing simple reporting and analytics for analysis and ongoing improvements in processes across the board.

The design of corporate dashboards and information summaries put information at the fingertips of the Translink senior management team, enabling simple management of the legislative and compliance requirements of the organisation. Digitising the previously paper based processes into mobile devices – a combination of the existing corporate phones and tablets held within the organisation – allows for a near real-time feed into Translink’s corporate network for live analysis.

Translink now have 6 Real-time help dashboards, populated with more than 50 key performance indicators, which reduce costs and improve health and safety for the organisation’s employees.

Benefits Achieved By Translink

- Increase efficiency through improved field productivity
- Improve Health & Safety
- Improve business intelligence
- Better decision making
- Reduced administration costs
- Elimination unnecessary paperwork
- Improved customer service
- Efficient and simple compliance
- Self-Delivery with minimal supplier dependencies
- Minimised data collection errors and improved overall quality of information
- Provide real-time dashboards on compliance



Mobiess are mobile app developers delivering automation and efficiency to FM businesses. With role specific solutions Mobiess helps to save time deliver business intelligence and compliance.

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