

SMRT Trains uplifts rail reliability in Singapore with Track Access Management System

Strides Engineering extends collaboration with PCCW Solutions for joint go-to-market

PCCW (SEHK: 0008) – HONG KONG / SINGAPORE, August 16, 2021 – SMRT Trains, the pioneer Mass Rapid Transit operator in Singapore, and PCCW Solutions, the IT services flagship of PCCW Limited, announced today the full roll-out of the Track Access Management System (TAMS) to the North-South and East-West lines (NSEWL), Singapore’s oldest Mass Rapid Transit (MRT) lines.

TAMS is a digital solution developed by SMRT Trains and PCCW Solutions to digitalize and automate track access allocation for the regular maintenance and planning of engineering works. Replacing time-consuming and labor-intensive manual processes, TAMS is a holistic system with real-time updates of track allocation status and access progress, providing end-to-end visibility of workflows. In addition to optimizing productivity, the system has built-in safety rules to conduct conflict checks on each scheduled track access request against safety requirements, ensuring safety standards are upheld for all stakeholders.

The implementation of TAMS has saved the operator 30,000 manhours per year and contributed to increased rail reliability through optimized maintenance efforts. In 2020, the North-South Line (NSL) achieved more than 1.3 million Mean Kilometres Between Failure (MKBF) and the East-West Line (EWL) achieved more than 1.4 million MKBF.

Following the success of TAMS for NSEWL, SMRT Trains has embarked on its implementation for the Circle Line (CCL), Bukit Panjang Light Rail Transit (BPLRT) network, and six depots, to reap further productivity gains.

Strides Engineering, previously SMRT Services, a business arm of SMRT Corporation which provides a range of station-based rail-related services, and PCCW Solutions also announced today the signing of a Memorandum of Understanding to jointly develop a go-to-market strategy to promote TAMS in the Southeast Asia region.

The collaboration will leverage PCCW Solutions’ strengths as a digital enabler, as well as SMRT’s domain expertise in using digital technology for rail operations and maintenance, bringing the benefits and best practices of TAMS to regional urban train operators.

Mr. Lam Sheau Kai, President, SMRT Trains, said, “The implementation of TAMS on the North-South, East-West lines has given us optimized use of limited engineering hours for higher productivity and enhanced safety in our maintenance regimen. TAMS exemplifies SMRT’s commitment to Kaizen culture for continual improvements in the operations and maintenance of rail lines for high rail reliability.”

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Mr. Gan Boon Jin, President, Strides Engineering, said, “Our collaboration with PCCW Solutions has been very fruitful in developing and honing TAMS to a high level of operational efficiency. It is a field-tested digital solution that has provided a great boost to SMRT’s productivity and safety in rail operations and maintenance. We are excited to extend the collaboration with PCCW Solutions to bring the benefits of TAMS to other train operators in the region.”

Mr. Ramez Younan, Managing Director of PCCW Solutions, said, “We are delighted to support SMRT’s digitalization journey by harnessing innovative technologies to enhance the effectiveness and efficiency of its rail operations. The extension of our collaboration is not only a demonstration of SMRT’s trust in our delivery capabilities but also a testament to our involvement in enhancing the country’s transport ecosystem. We look forward to strengthening our collaboration with Strides Engineering in delivering more digital solutions to support smart mobility across Southeast Asia.”

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About SMRT Trains

SMRT Trains Ltd is the first and largest train services provider in Singapore. As a subsidiary of SMRT Corporation Ltd, we manage and operate train services on the North-South Line, East-West Line, the Circle Line, the new Thomson-East Coast Line and the Bukit Panjang Light Rail Transit.

We have set our core values to be Respect, Integrity, Service and Safety, and Excellence. SMRT Trains is committed to provide safe, reliable and comfortable service.

About Strides Engineering

Advanced Innovative Technologies & Digital Solutions

Strides Engineering, a business arm of SMRT Corporation Limited, has deep, proven experience in exploiting advanced innovative technologies as well as digital solutions and services to deliver safety, reliability, and comfort for commuters.

About PCCW Solutions

PCCW Solutions is the IT and business process outsourcing flagship of PCCW Limited, which also holds interests in telecommunications, media, property development and investment, and other businesses.

Responsible for a growing number of large-scale IT projects in the public and private sectors, PCCW Solutions holds a wealth of experience and expertise and is viewed as a major industry player in Greater China. To learn more about PCCW Solutions, please visit www.pccwsolutions.com.

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About PCCW Limited

PCCW Limited (SEHK: 0008) is a global company headquartered in Hong Kong which holds interests in telecommunications, media, IT solutions, property development and investment, and other businesses.

The Company holds a majority stake in the HKT Trust and HKT Limited, Hong Kong's premier telecommunications service provider and leading operator of fixed-line, broadband, mobile communication and media entertainment services. HKT delivers end-to-end integrated solutions employing emerging technologies to assist enterprises in transforming their businesses. HKT has also built a digital ecosystem integrating its loyalty program, e-commerce, travel, insurance, FinTech and HealthTech services to deepen its relationship with customers.

PCCW owns a fully integrated multimedia and entertainment group in Hong Kong engaged in the provision of OTT video service locally and in other places in the region. Through HK Television Entertainment Company Limited, PCCW also operates a domestic free TV service in Hong Kong.

Also wholly-owned by the Group, PCCW Solutions is a leading IT and business process outsourcing provider in Hong Kong, mainland China and Southeast Asia. In addition, PCCW holds a stake in Pacific Century Premium Developments Limited and other overseas investments.

To learn more about PCCW, please visit www.pccw.com.

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Jointly issued by PCCW Limited, SMRT Trains and Strides Engineering.