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Logica: the key to better performance

Technology is a critical factor for all transport and logistics companies. Whether it's automating payment procedures, protecting business continuity or improving management and processes, effective IT allows Australia's transport and logistics companies to perform better with safer, more reliable and cost effective services.

Logica is a technology company that has been cultivating deep industry expertise, both globally and locally, to help transport and logistics companies perform better. In Australia, the company has spent the past 30 years focused on delivering IT services for energy and utilities, transport and logistics and the public sectors. This means it has built a specialist knowledge and understanding across these three sectors, where many other IT companies offer more generalised services and skill sets.

Because of this industry expertise, Logica has worked with many of the leading companies across the transport and logistics industry. It has supported some of the nation's largest infrastructure projects and service providers across roads, traffic management, rail services, ports, post and logistics. Long term clients include VicRoads, Transurban, Downer EDI, Interlink Roads, the RTA, and Railcorp.

The global technology giant also announced this month that it had won the contract to replace Yarra Trams' Supervisory Control and Data Acquisition

(SCADA) platform for its traction power network. To manage the world's largest tram network, the new system was chosen for its ability to not only enhance visibility and control over the network, but to easily integrate with other IT systems to increase transparency between operations and electrical operations teams. Improved access to a wider range of data will enable Yarra Trams to respond much faster to potential problems in the power network, which equates to a more reliable service for commuters.

Understanding the imperative for safety and reliability for a rail operator, Logica also developed new user-friendly applications and functions specifically designed to meet Yarra Trams' requirements. These include integration with the new AVM system to identify the location of trams within sections of the traction power network, enabling operators to correlate tram movements with substation loads. The system has also brought Yarra Trams closer to achieving real-time management and provides greater control over the operator's carbon emissions.

Of course SCADA is only one fish in an ever expanding pond of technology innovation. New challenges continue to emerge in the transport and logistics sector, and so have new technologies to counteract these issues.

Technology solutions for transport and logistics:

Asset Management

Having visibility, usability and effective tracking of assets is of paramount importance in the transport and logistics sector. Logica provides tailored solutions and expert support across geospatial information management, mobility and in field information, asset tracking and monitoring.

For example, Logica created the concept, blueprint and specification for a global leader in pallet and container pooling services for their next generation RFID as-a-service Asset Management system service. It has also optimised waste vehicle dispatching and scheduling for one of Australia's large waste management operator's and provided a NSW government public transport agency with a GIS reference architecture, consolidation plans and strategy.

Smart Transport

Smart transport initiatives have revolutionised the sector over the past decade. From RFID ticketing to mission critical systems like SCADA, smart use of technology has created efficiencies, improved the customer experience and delivered new services.

Logica is supporting the industry across a wide range

of areas, including asset management, tolling, ticketing, security, corporate IT services and infrastructure management. There is also strong growth in mobility solutions aimed at bringing the business closer to its customers.

For example, Logica has provided one of the largest supermarket operators with mobility solutions to across its distribution centres, delivered mobility reference architecture and a multi-year strategy and implementation roadmap for a NSW government public transport agency and delivered a Vehicle Booking System (VBS) for the scheduling of container pick-up/delivery at the major container ports operated by the largest stevedores in NSW.

Logica also offers Intelligent Transport Systems which include satellite navigation systems, secure data collection and processing, smart freight logistics, infrastructure charging, smart travel, dynamic traffic management, cooperative vehicle infrastructure systems and eco-mobility.

Secure Transport

Security is obviously a key concern for transport and logistics operators, because potential threats often

directly impact public safety. Testing for threats, responding to breaches, certifying systems and processes, and creating a secure environment across all infrastructure is part of everyday practice for Logica.

Example projects include implementing an enterprise wide information security management system for a NSW government public transport agency, as well as providing auditing and certification services to ensure validity of the ticketing system for government agency in the same state. Logica has also undertaken an incident response, security testing and information Security governance program plan for a major road operator.

Transport IT infrastructure

No business operates today without effective IT infrastructure. Logica provides IT consulting, architecture and design services for a number of its clients in the transport and logistics sector. This includes servers, communications, storage and virtualisation solutions, as well as fully managed IT Services both onshore and offshore. With a focus on supporting merger and acquisition activity, Logica has become adept at building and consolidating large

infrastructures, using the best design methodologies to reduce IT costs as well as the complexity of IT environments.

Informed Transport

Logica also provides a range of solutions that help companies capitalise on data from across the organisation to create a unified and usable view of the information needed to improve every day business. These are information related solutions to improve performance management and analytics that transforms information into a strategic asset across the entire organisations.

As the transport and logistics businesses become larger, broader and more complex a key to success is getting simpler, more intelligent, IT infrastructure. With an active Global Industry Board continually sharing knowledge from across the world's largest transport & logistics organisations, Logica has the knowledge and experience to help Australia's leading companies navigate across legacy systems to a deliver more cost-effective, user-friendly systems and solutions to deliver streamlined and efficient transport and logistics businesses.