

Case Study

KiwiRail



Overview

KiwiRail is New Zealand's national rail network operator and one of the largest transport employers in New Zealand with over 4,200 permanent staff and more than 6,500 contractors. The company transports over 33 % of New Zealand's export goods. Their employees are split over five distinct business units: KiwiRail Freight, Interislander, KiwiRail Passenger, KiwiRail Infrastructure & Engineering and KiwiRail Corporate.



KiwiRail manages over:

900 freight trains

44 inter-city passenger trains

4,200 suburban passenger services in Wellington and Auckland

Each year their interislander ferry manages around:

4,600 sailings carrying 755,000 passengers

53,000 rail wagons

73,000 trucks

212,000 cars between the North and South Islands of New Zealand



Challenges

KiwiRail requires a single Learning Management System (LMS) for the five business units and over 5,000 users to replace their ageing and inflexible systems which don't communicate with each other.

As well as the need to consolidate into one platform, the system needs to ensure critical safety business processes, skill competencies and compliance with strict legislation are met while reducing administration efforts and costs, and improving data quality and availability.



Results

After an in-depth requirements analysis through a series of onsite workshops and ongoing discussions, it's decided to completely integrate all old systems and processes into one new LMS.

This ensures the efficient management of all rail personnel certifications and career development across all business units. Strict safety, technical, legislative and regulatory compliance requirements are met as well as the individual requirements of the five different business units.

”

“We are excited about the opportunities the system will give KiwiRail to further enhance training access in the organisation. It will provide one complete view across the enterprise, whilst still being flexible enough to allow creativity and innovation across business units.”

LMS Co-ordinator



System



One system...

... for employees and contractors where they can find and register for training

... where employees can use to track their progress, and manage their career training goals

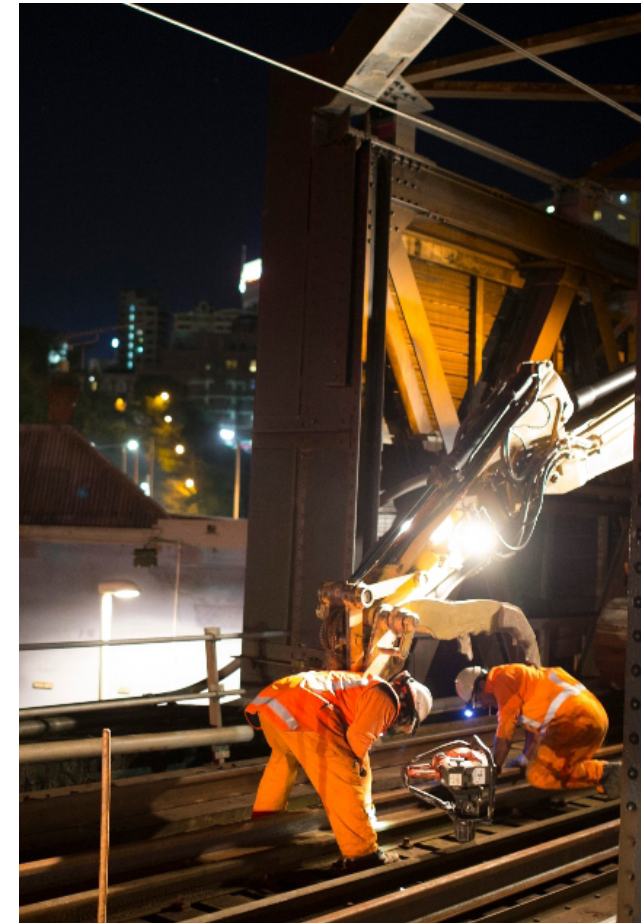
... can manage skills, certificates and competencies across the business

... that enhances manager's ability to monitor and report on what their staff are completing



"This is a significant investment for KiwiRail. The new system is critical for the tracking and maintenance of all technical training, including regulatory health and safety and track safety for staff and contractors. It will play a key role in driving safety critical business processes that ensure our people can meet operational safety, regulatory and legislative requirements, and help us reach our goal of safe high performance."

Project Sponsor: GM Safety & People



Highlights



Cost reduction

Achieving financial savings by synchronising the HR system with the LMS.



Accessibility


A platform that is accessible anywhere, anytime – with all records consolidated in one place.



Compliance

Tracks safety, regulatory and legislative compliance training requirements and helps ensure they are met with the ability to deliver company-wide reporting.

Rewrite the way we learn



About imc

imc has been working with organisations across the private and public sectors for over 23 years to redefine the way that learning is designed and implemented through a combination of technology systems and tools, content and strategy.

More than 1,200 commercial enterprises, government organisations and educational institutes with over 5 million users around the world rely on imc's holistic and bespoke solutions.

We are located at 12 offices around the world with 300 employees to serve your complex requirements. imc focuses on supporting organisations where learning is key to the business performance and viability, beyond a feel-good measure and a nice-to-have.

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