Accelerating digital initiatives

Six examples for rail
& transportation

(#1) Request/job management

Requesting and tracking jobs can be messy.

Navigating multiple disconnected systems results in reliance on spreadsheets, fiddly manual processes and constant re-keying of data.
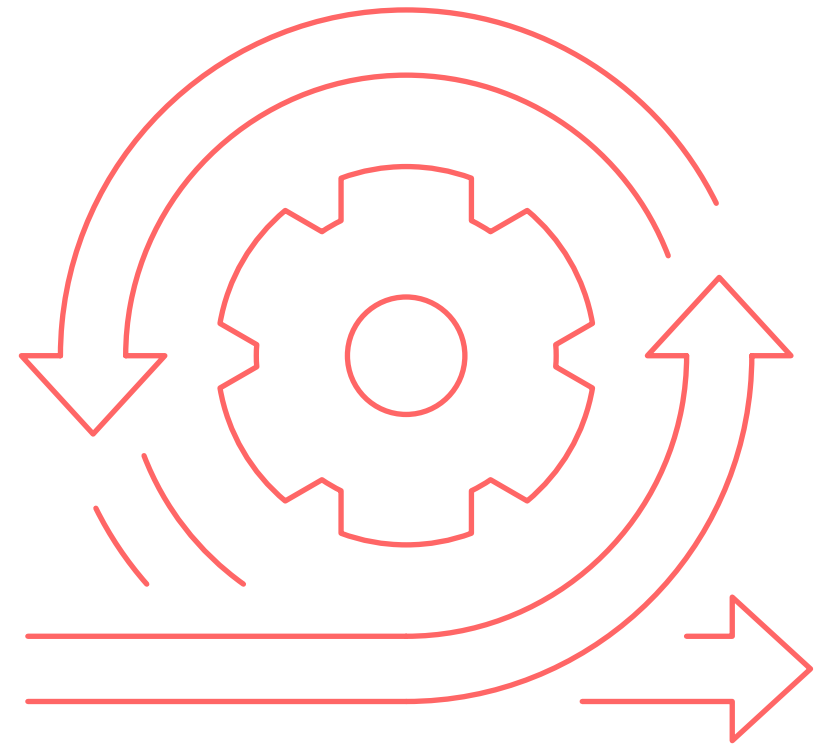
With Liberty platform you can create the process uniquely suited to your needs – then iterate and refine as often as you need to.

#2 Unify contact channels

The availability of more channels should be a good thing for customers and your business.

With Liberty, you can bring all your channels together in one centralised platform – letting data flow seamlessly between systems.

(#3) Virtual inspection

Engineering and maintenance site visits are costly – and gathering inspection data can be challenging.

Virtual inspections provide a fast, effective way to carry out inspection tasks, using photographic evidence to ensure compliance with safety standards.

#4 Seamless complaint handling

Any customer or user making a complaint wants to be able to submit their case, receive immediate acknowledgement and get a swift resolution.

With Liberty you can create and automate purpose-built processes – keeping complainants in the loop with progress updates.

"At EMR we are striving to put customers' needs first. We are prioritising customer requirements and finding how we can provide the options to suit customers in the way they want to contact us."

Nara Burne,
Business Change Manager – CX

EMR

(#5) Manage contractor works

Maintaining visibility of activities and managing compliance can involve multiple systems and can become a complex and time consuming business.
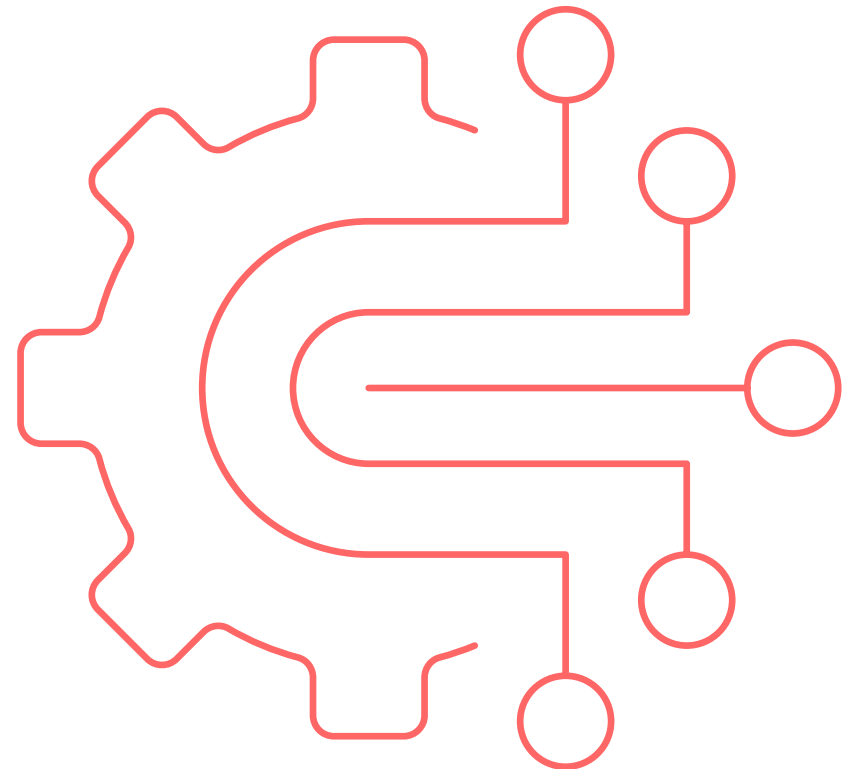
With Liberty, slick and seamless processes can be built, automated and rapidly adapted as circumstances require.

#6 Transform digital delivery

Traditional software delivery can be problematic. It takes a long time, it's complex and development is expensive. And there's a growing queue of changes to keep pace with business needs.

Liberty unites business and IT, to accelerate digital initiatives and foster collaboration.

NETCALL

The key is to stay ahead of the curve

In a sector where change is constant our automation and engagement solutions enable you to innovate fast and deliver better customer experience.

AI-powered automation & engagement platform.
Make HUGE transformational changes. Fast.

Boost performance in rail,
utilities and construction.

Find out more

"We said to Netcall, 'Here's our process. Build a prototype and show us what we can do. You've got two weeks.' And they did!"

*Anand Patel,
Head of Technology
& Innovation*

NetworkRail