



## The Challenge

### ARTC found significant cost and time savings with Pegasus

- Over \$35,000 in labour discrepancies cleared
- \$100,00 saved by moving inductions online
- Accurate Projection of staffing and project planning
- Tracking of True costs and hours worked
- All Workers qualified and safe

As they worked on an upgrade of the Sydney-Melbourne rail corridor, Australian Rail Track Corporation (ARTC) lacked the insight they needed into their contractor workforce.

They were wasting time and money on classroom inductions, risked safety with a lack of insight into each worker's qualifications, and couldn't track hours worked to manage fatigue and invoicing.

ARTC needed a solution that would address their objectives to:

- Track hours worked
- Move inductions online
- Control worker access
- Better plan their workforce

All of this was underscored by a requirement to meet national Rail Safety legislation.

## The Solution

ARTC Resource Procurement Manager Chris Turner approached Pegasus to meet these challenges of training, tracking, and access in our rail industry solution.

The Pegasus solution is where the competency and safety of rail workers is managed. It is an accepted and successful industry-wide solution.

With all ARTC contractors existing rail worker cardholders, Chris could associate the workers to his sites and check their competencies before work even started.

“Historically we would have to manually check all qualification cards, which could sometimes be up to 30 separate cards,” Chris said. “These would sometimes be left in worker’s cars or stored away, making checking on this a laborious task. “Moving to the rail industry card allowed us to check all qualifications from one central point, and when we started using the app, it was a game changer.

## Online Inductions

“Previously, we got everyone in one day early for inductions at a cost of around \$400 per person,” Chris explains. “Around 130 people would be required for a four hour classroom induction. To put the same induction online at a cost of \$5,000 for the setup and \$25 per person, we easily saved over \$50,000 before even starting work.”

“This doesn’t take into account accommodation and travelling costs for contractors and ARTC employees to attend,” Chris continued, “a cost which is often passed back to ARTC and can run up to \$400,000.”

New online inductions allowed workers who started later to quickly comply with site requirements. “The whole process was very streamlined.”

## Access Control and Workforce Planning

ARTC could accurately track labour costs for the project every day by comparing to-the-minute reports from the Pegasus system with their project spread sheet. This transparency gave them insight at every point in the project - to know how much it was costing, and to make accurate projections about staffing and project completion.

*“We easily saved over \$50,000 before even starting work.”*

Contractors were told that invoicing would be based on worker log in and log out times, using their Rail Industry Worker cards on a fixed log point at the site entrance. Cards were attached to their profiles in the RIW system, ensuring only competent workers were accessing site. If a worker forgot to log out, their hours would be set to an eight hour day, providing an incentive for contracting companies to ensure their workers followed the process. Chris distributed a daily report of their worker's hours to each contracting company.

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*"Now we have people from other departments asking how we did it."*

## Support

Pegasus provided software training and support throughout the project to help Chris get the most from the solution.

"[Support Analyst] Ben Satchell was fantastic," he said. "He provided us with solutions and answers very quickly for anything that came up which we weren't sure about. It made a huge difference to our confidence and ability to stand behind the new process."



## The Results



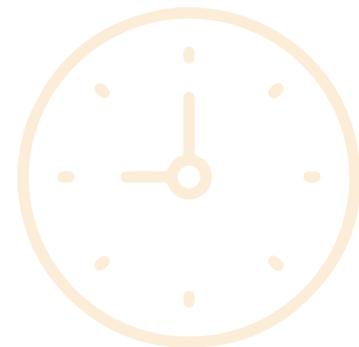
### MONEY SAVED

On this project, ARTC cleared labour discrepancies of over **\$35,000**, tracked hours worked to the exact minute, and save approximately **\$100,000** by moving induction delivery online.

### HOURS TRACKED

“There is no guesswork involved anymore,” ARTC Resource Procurement Manager Chris Turner said.

“With [Pegasus], we were completely aware of what the project was costing on any given day by reporting on the actual hours worked by each contractor. This enabled us to dictate what contractors invoiced us instead of getting a shock when the invoice arrived. **Discrepancies were completely eliminated.**”



### WORKERS SAFE

“We can check up and make sure all workers are okay and ensure they have safely logged off at the end of the day,” says Chris. “We know how much we are being charged and lastly, **the workers are happy because they know they are qualified to do their job.**”

Chris says that by mandating the system with contractors, everyone can agree with invoicing for hours worked, leaving far less room for disputes and confusion.

“It’s the comfort of knowing.”