

SPOTLIGHT
Transportation



Transportation’s “Ticket” to Problem Avoidance Across a Multi-OEM Infrastructure

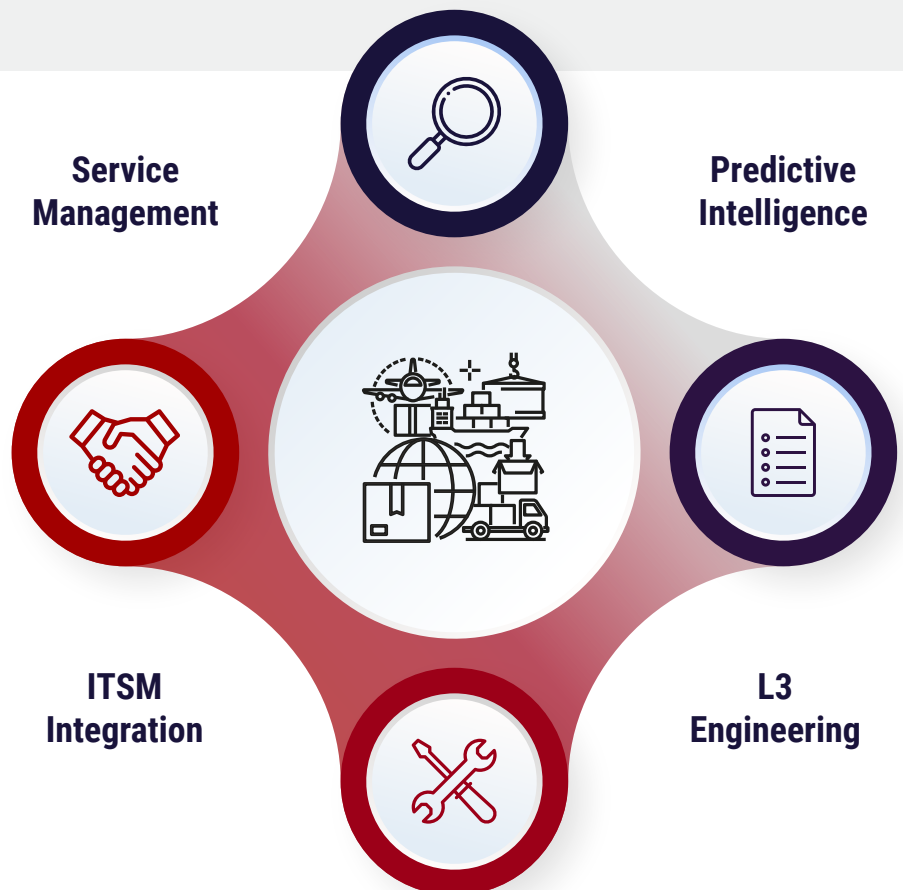
The transportation industry is undergoing massive changes as it attempts to achieve three primary objectives: 1.) Electrification, 2.) Autonomous connected vehicles and 3.) On-demand mobilization.

Keeping spending reasonable and productivity high is essential with these colossal transformations taking a significant portion of budget and resources. Transportation providers are often held back by their dependence on a manifold of disparate, complex and costly systems which, in many cases, were architected in the distant past. The need to streamline support operations as a means to gain speed and scale across their mission-critical infrastructure has never been greater. Complicated by a large and diverse vendor ecosystem, large transport providers find themselves navigating numerous vendor SLAs, often lacking the agility and efficiency required. IT’s time and talent become overly consumed with managing incidents across dozens of providers supporting cross-continental, high-volume data centers.

To eliminate these inadequacies, IT stakeholders are insisting that their service partners deliver support in accordance with *their* operation, *their* staff and *their* service management system. Top Gun’s OverWatchSM Service Framework is distinctively designed to provide personalized support with a deliberate focus on problem avoidance.

Personalized Delivery

Top Gun enables problem avoidance by aligning engineering, automation, integration and parts logistics with a transportation provider’s operational workflows, technologies and geographic footprint.



Critical Alert Monitoring with Predictive Intelligence

Transportation providers rely on GIS data and GPS monitoring to keep transit vehicles on schedule and inform passengers of precise arrival/departure times. Mass transit systems use this capability to track rail, bus and other services to improve on-time performance.

Similarly, Top Gun's cutting-edge, real-time critical alerts are immediately detected and actioned through a disciplined and transparent process. IT teams can shrink resolution time by automating the notification process and eliminating human error. With predictive intelligence and digital integration at its core, Top Gun's OverWatch framework aligns workflows between Top Gun's ServiceNow® and the client's ITSM systems. As a result, services are finely tuned to recognize patterns and practices specific to each client partner's footprint and operation. With built-in connectivity options, there is no need to acquire additional third-party tools to achieve a predictive level of support.

A Return to Service Personalization

Personalization is achieved with a delivery process that is communicated both systematically and through a dedicated service delivery management team that is highly familiarized with a clients' internal practices. Service Delivery Management Teams become the trusted extension of a transportation IT department that adheres to internal procedures and practices. Strategic integration of systems, processes and personnel, drives service consistency and creates operational value beyond traditional "one size fits all" maintenance programs.

Instant Access to L3 Technical Engineering

Exclusive to Top Gun's TPM 2.0SM model is the L3-led engineering process that layers across all actions, automated and human-delivered. By design, Top Gun's L3 Engineers oversee and direct every action in the resolution process, ensuring the highest level of expertise is engaged from start to finish. When comparing to other support providers, this L3-led approach reduces response times by several hours by eliminating the escalation chain that commonly begins with a Level 0, to Level 1, to Level 2, to Level 3 case handling workflow. Rather, gaining direct communication and access to Level 3 engineers in under thirty (30) minutes from the point of ticket creation is not only exceptional in the IT support industry, but is essential for a transportation provider's mission critical operations.

Transparency with ITSM Connectivity

As many TPMs (Third Party Maintainers) and hardware companies desire to become managed service providers, the deployment of tools into the environment for sake of monitoring and tracking assets is ever so prevalent in the support market today. However, from a transportation provider's perspective, these tools may become invasive and can lead to compatibility issues that challenge their internal compliance and security policies. In contrast, Top Gun's OverWatch framework rests upon a ServiceNow foundation that provides multiple connectivity options for a variety of tools that are already present in the client's environment.

Operational **value beyond** traditional
"one size fits all" maintenance programs.

The transportation sector is a perfect example of an industry grappling with rapid changes in technology and the evolving expectations of their customers. Opting for more innovative support programs will lead to more successful implementations that meet the changing demands of transportation providers. Transportation is one of the most essential services that the world depends on; as such, remaining at a standstill is not an option. IT stakeholders within this industry will continue to be under pressure to adopt data center hardware maintenance and service models that deliver faster response and more tailored delivery processes that are capable of preventing a problem from occurring in the first place.

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