

Safer roads, faster journeys and better informed drivers

Since 2006 Highways Agency Traffic Officers have worked alongside the police on motorways across the UK. The on-road teams of Traffic Officers are managed by a network of seven Regional Control Centres. SunGard was selected to supply these control centres with its integrated emergency service control room technology, the solution that would best meet operational requirements and minimise the technical risk of an aggressive 12 month roll-out programme.



SUNGARD PUBLIC SECTOR

Client success story
Highways Agency

Incident management from a single desktop PC

The Highways Agency manages any incident on the UK's motorway network that does not involve injury or criminality, from the clearing of carriageway debris to responding to motorists' calls from emergency roadside telephones. Control centre agents enter all relevant information into the system to enable them to manage each incident efficiently, deploying the best resource available based on location, requesting rapid assistance from third parties such as the police, ambulance, fire and rescue and communicating with the Traffic Officers on the ground. A five-year maintenance contract was also awarded to SunGard based on an in-depth understanding of all the relevant technologies and the ability to offer nationwide support.

Command, control and communication

SunGard delivered the core systems and the training of the Regional Control Centre agents on time, meeting the deadlines of the Traffic Officer roll-out programme and delivering real benefits to the travelling public. High availability and resilience are built into the system to guarantee the continuity of service necessary to keep major roads and motorways flowing freely.

Benefits

- SunGard's one-stop-shop approach enabled core systems to be delivered in less than 12 months from contract award to go-live
- Back office data systems drive continuous improvement of the service provided by the Highways Agency



“We chose SunGard's technology as their track record gave us a high degree of confidence that they could deliver the required proven integrated systems against our very demanding schedule.”

Ian Chalmers, Team Leader, National RCC Technology Team Leader, Highways Agency

The supplier of technology driven efficiency and effectiveness for public sector organisations

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