



CANEA ONE helps MTR stand out with maximum quality

With 3,000 employees, MTR needed a system to coordinate and control the joint working methods and to share information in a simple and smart way. Since using CANEA ONE and the modules Document, Workflow and Project, MTR has saved time as well as improved their quality. The simplicity of CANEA ONE has resulted in less frustration and more time for leadership and development. The outcome is better control and availability of information, leading to improved quality, fewer problems and substantially reduced administrative costs, moreover saving 90% of administration time. The system's also been part of the reason why MTR Stockholm was given the prestigious "Swedish Quality"-award.

MTR in Stockholm took over operation of underground traffic in 2009. With 3000 employees, MTR needed a system to coordinate and control the joint working methods and to share information in a simple and smart way. Following an evaluation of the systems on the market, the company chose CANEA ONE. The main reason why CANEA ONE was chosen was because the system could handle documents, projects, processes and cases fully integrated into a single system.

Continuous improvements, flexibility, ease of use and maintain saves time and money

Today, the company has grown to around 4500 employees using the document and workflow system. With the help of the document management system, all processes and documents are promptly available to all employees, always being the latest valid version. CANEA ONE has organized all MTR's procedures and checklists. Without an efficient document management system, MTR would never have succeeded so quickly – enough to get the Swedish Quality award in early 2015.

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In just five years, the company has managed to live up to the high demands on both operational and quality work. In its explanation for the award, the jury said that MTR “has achieved in just a short time a well-established culture of improvement that permeates the entire company.”

Marie Hagberg, Quality and Environment Director at MTR Stockholm says:

– Case management is used for a number of things, including new appointments, which involves several departments. Once a new contract is signed, the next administrator automatically knows exactly what needs to be ordered in the form of, for example, computers and phones. Automating all cases in the system saves us around 90% of administration time.



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MTR also uses CANEA ONE in projects. They use two different project models, and with the help of CANEA Project, both the work and who has access to project information is quality-assured, leading to better governance in the projects.

– It’s easy to find the necessary documents and templates now. The senior management team and other stakeholders can see the status of various projects. Now we can follow the entire project process step by step and be sure that nothing is missed or skipped, Marie continues.

Expanded contract

In March 2015, MTR express started competing with the Swedish state-owned railway company SJ on the train line between Stockholm and Gothenburg. As a result, CANEA’s contract was expanded to MTR Nordic. Today, everyone working on the trains have direct access to MTR Nordic’s joint management system, with the help of CANEA ONE. MTR Express, using an iPad app, are using CANEA ONE to access the processes and documents needed onboard the trains. Information is easily available, easy to find and always up to date.

– With 1800 people on moving services, we use CANEA ONE in mobile applications. By using case flows, we can also see that our administrative processes will be shorter. The simplicity of CANEA ONE involves less frustration and we will now have even more time for leadership and development, concludes Marie.

CANEA ONE

The system with integrated management of strategies, projects, processes, cases and documents. CANEA ONE links the strategy together with day-to-day operations. A modular system in which each piece is created to provide the right support for your business. Quite simply effective business management.



FEATURES

- Easy to use interface and mobile app
- Flexible configuration
- Fully integrated with intranet and other systems
- Developed with latest web technologies
- Easy implementation
- Satisfied customers within all branches of industries
- Meet the standard ISO 9001:2015

