

# CASE IN POINT



Project complexity, made **simple**

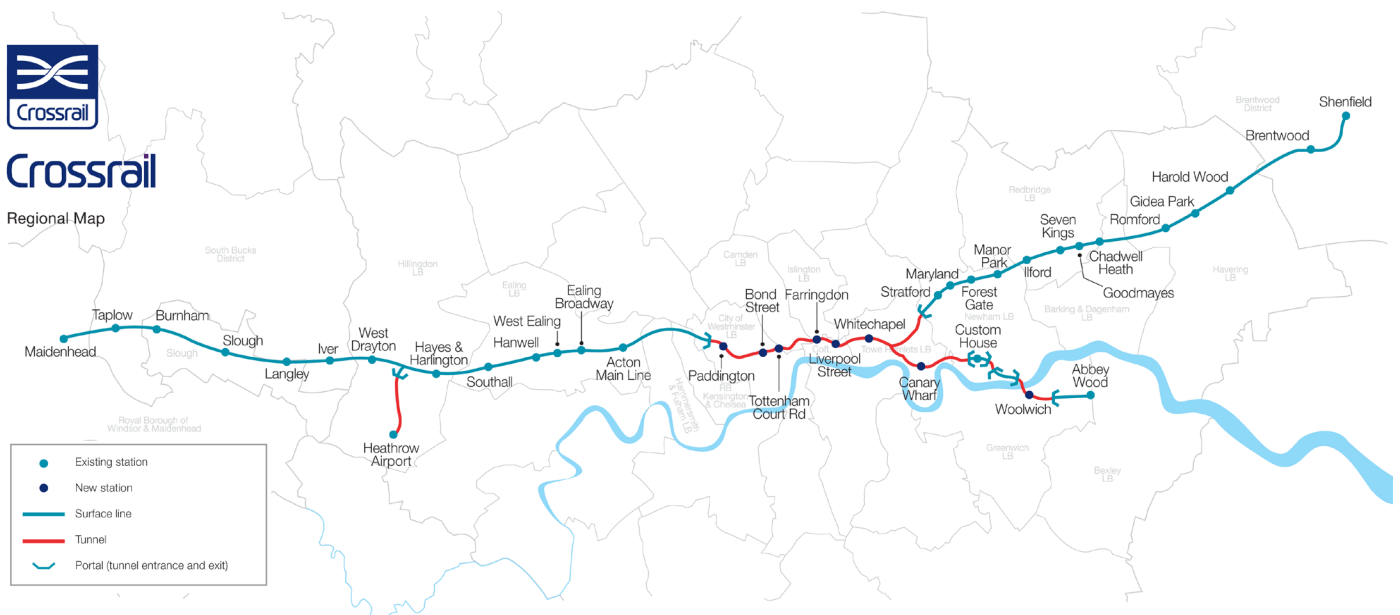
## COMPLYPRO & CROSSRAIL

In 1999, with both the Underground and National Rail networks suffering record levels of congestion and a resulting decline in service reliability, the Government asked the Strategic Rail Authority (SRA) to study the requirements for extra passenger capacity to and through London. The London East West Study, prepared in response to that request, sets out the issues such as network capacity, congestion, growth and regeneration. It identified a programme consisting of complementary and incremental projects that would create a railway network appropriate to London's status as a World City. And so Crossrail was born.

### The vision

Crossrail is an exciting and visionary new railway project for London and South-East. It will deliver a world-class, affordable railway, with a reliable train service across the capital by 2015. The route goes from Maidenhead and Heathrow in the west right across the capital into Essex and Kent in the east. It travels underground through the centre of London between Paddington and east London.

Crossrail will make travelling in the area easier and quicker and reduce crowding on London's transport network. It will operate with main line size trains, carrying more than 1500 passengers in each train.



## The project needs

To achieve this aim a unique 50/50 Joint Venture company was formed in 2001 which is now owned by Transport for London and the Department of Transport. The company - Cross London Rail Links Ltd (CLRL) - is responsible for defining and developing the route.



## Crossrail

Route Map



The subsequent project team involves multi-disciplinary consulting (MDC) partners spread across the UK. Comply Serve became a part of the team in 2006 and the company worked with Crossrail to implement a compliance solution to link up the entire project team and their associated requirements. At an estimated cost of £10bn, the project received Royal Assent in 2008.

## The Comply Serve Solution

Comply Serve worked with Crossrail to architect the entire project hierarchy and data set for ALL stakeholders. This allowed all the MDCs and the client to clearly see the information and requirements in context in a very easy to use interface delivered over the web.

Comply Serve does not work like conventional software vendors and has moved away from traditional software deployment approaches by delivering solutions to its clients via the web. This approach removes the ongoing maintenance and infrastructural pains associated with software 'ownership' enabling the user to focus purely on the capability the service offers. Additionally, Comply Serve solutions are tailored for specific market requirements with significant emphasis on ease of use and access.

As Comply Serve delivers to the supply chain via a Software as a Service (SaaS) delivery model over the Internet, this helps overcome the introduction of more formal processes, necessary for the demonstration of compliance, by providing process driven solutions that guide the casual user through unfamiliar territory. Subscription based pricing reduces the initial and ongoing investment needed to establish enterprise compliance processes which means wider access and faster deployment.

**“We chose Comply Serve because they were able to offer a web-based service capability for programme compliance.”**

Jignesh Patel, Heading the Requirements Assurance & Standards Team at Crossrail



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