



CONTINUOUS SERVICE / SERVICE LEVEL AGREEMENT

Services and agreements for drives, lockings, detection systems & signaling solutions over the entire product life cycle

Maintenance based on diagnostic data

The changeover from periodic to state-based maintenance was supported by the development of specific diagnostic tools. Due to its domain expertise in the field of railway infrastructure, the voestalpine SIGNALING Group is the pioneer in the development of monitoring solutions for infrastructure assets. In addition to using such monitoring tools for its own maintenance activities, the monitoring expertise can also be provided to the end customer via “Software as a Service” (SaaS). voestalpine SIGNALING evaluates the recorded data and takes it as a basis to develop specific state and service information. In addition, corresponding software and hardware can be provided to the customer in

the form of a leasing model. The high-quality findings from the monitoring systems thus become part of comprehensive condition-based maintenance. By focusing on emerging malfunctions, targeted maintenance actions can be carried out in advance, thus sustainably increasing track availability. Planned, condition-based maintenance operations in comparison to unplanned maintenance work sustainably reduce the maintenance costs and thus contribute to an improved railway operation with increased punctuality and customer satisfaction.



PARTNERSHIP WITH FUTURE

Periodic inspection and maintenance

A proper inspection and maintenance of turnouts, turnout setting systems and safety-technical controls and systems is essential for their availability and service life. We offer holistic maintenance for system turnouts, drive systems and setting systems. In addition, inspection services are offered for individual turnout and depot controls and other signal-technical components and systems.

Remote maintenance

Signal-technical systems these days usually have a data interface that allows the manufacturer to carry out a “remote diagnosis” of the system and to carry out a “remote” maintenance action or install software updates in case of an emergency. Travel times and associated costs are sustainably reduced by this procedure. Long periods of disruption are reduced to a minimum and availabilities of tracks and systems are sustainably increased.

Recurring maintenance of drive and setting systems

Due to wear and legal regulations (BeoStrab), a recurring inspection and maintenance at the manufacturer's plant may be necessary for turnout drives and setting systems. These activities are carried out both at the German location in Sainerholz as well as in Zeltweg (Austria) in order to ensure the required product safety on the one hand and to increase the reliability on the track on the other.

Emergency Services (24/7)

In order to keep the downtimes as short as possible in the event of unforeseen system failures, voestalpine SIGNALING Group has established a 24/7 emergency service for specific customers with complex systems. In this way, long periods of disruption can sustainably be reduced, especially in the control area.