



SL Assignment

High level of service with full service commitment

“At Euromaint there is a strong desire to develop and improve. The level of service provided means reliability and confidence.”

Viveca Swing, SL's business administrator for work machines

Stockholms Lokaltrafik (SL) is supposed to make it possible for passengers in the Stockholm area to get to work, school or leisure activities. This means that the trains have to run on time. And this in turn means that the tracks and tunnels have to be well maintained. SL owns a large fleet of machinery which takes care of the track maintenance, and Euromaint is responsible for maintaining the work machines.

Safe and reliable work machines make everyday life easier for commuters in Stockholm

SL's vision is to use public transport to help Stockholm become one of Europe's most attractive metropolitan areas. The region is growing, with the population increasing by around 20,000 people each year and new residential areas being built across the county. The regional public transport solutions make both commuting and the everyday life of everyone living in the region much easier. SL's objective is to have satisfied passengers who can get to work, school or leisure activities on time.

Since November 2009, Euromaint Rail has had a full service commitment for the maintenance of SL's work machines.

"It is important to identify and suggest traffic solutions suitable for a growing city at an early stage. Decisions on new expansions to rail transport services entail a lot of coordination work for those of us who work at Stockholm's Public Transport Administration. The engineering works being carried out should inconvenience our passengers as little as possible. This means that reliable, available and safe work machines are needed," says Viveca Swing, SL's business administrator for work machines.

Full service commitment

SL's work machines maintain tracks and tunnels in the underground and tram systems, as well as the narrow-gauge Roslagsbanan railway. Since November 2009, Euromaint has had a full service commitment for the maintenance of these machines. Viveca Swing is generally positive about how the assignment has been carried out.

"Naturally there are challenges and areas for improvement to address, but we've been satisfied with the deliveries and the partnership with Euromaint. During the first contract period we could see that the working method was evolving and this, together with Euromaint's experience, meant that we decided to invoke the extension option in the contract."

Experience and technical expertise

Euromaint has many years of experience and a high level of technical expertise when it comes to the maintenance of work

machines. The goal is to increase their availability and reliability. Gustav Jansson is the Business Area Manager for Work Machines at Euromaint Rail:

"Our task is to take on a full service commitment for the work machines. This involves everything from managing to developing the maintenance. The quality of our work has to be consistently high enough for the work machines to be both available and safe whenever they are in use," he says.

SL has a fleet of machinery that encompasses around 120 machines, all of which are different. The work is carried out at SL's three workshops in Stockholm. More extensive maintenance assignments are undertaken at Euromaint's workshop for work machines in Åmål, which focuses on maintenance and refurbishment of work machines as well as associated electronic and hydraulic equipment.

Extended contract

In June 2013, SL opted to extend the contract period with Euromaint. The new contract runs for two years.

"This is an important contract for us, and it goes without saying that it's marvellous that SL values our partnership and our expertise so highly. Now we have to continue to demonstrate what we can do and why we should be the first choice for SL," adds Gustav Jansson.

"Euromaint's professional know-how and specialist knowledge of our machines is unique. At the same time, they are adaptable and there is a strong desire to develop and improve. The level of service provided means reliability and confidence," concludes Viveca Swing.

Facts about the SL assignment

Customer's challenge: The Stockholm region is growing, with the population increasing by around 20,000 people each year new residential areas being built across the county, while development in central Stockholm is becoming denser. This means that public transport has to work.

Euromaint's solution: Full service commitment with preventive and corrective maintenance

Customer value: Safe, available and reliable work machines

Customer segment: Work machines

Type of maintenance: Preventive and corrective maintenance

Amount of rolling stock: 120

Geography: Stockholm county

Contact person at EuroMaint Rail

Gustav Jansson

gustav.jansson@euromaint.com

+46 (0)70-697 9071

Euromaint offers qualified technical maintenance to meet customer requirements for well-functioning rolling stock fleets. The company's products and services guarantee the reliability and service life of track-mounted vehicles such as freight carriages, passenger trains, locomotives and work machines.

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