

Maintenance of Critical Systems Delivers Cost-Savings for CSX Technology

Transportation Company Steers Resources Toward Key Initiatives

Client

CSX Technology, Inc., a Fortune 500 transportation company, brings together a unique combination of rail, container shipping, intermodal, and logistics services. CSX is composed of transportation innovators that include: CSX Transportation, Inc., the largest railroad in the eastern US; CSX Intermodal Inc., providing state-of-the-art reliable transportation service; CSX Lines, providing ocean transportation and logistics services; and Transflo, providing rail centric safe and efficient handling of bulk products.

Challenge

The railroad industry continues to see increased pressures to improve operational efficiency, reduce operating costs, and ensure continually improving customer service. In CSX's drive for continued leadership, the corporation

looked for outside help to maintain its mission-critical systems, retain system and business knowledge, redeploy key technical professionals, and maximize IT dollars to enable new strategic initiatives. CSX then initiated one of the largest railroad mergers in history, requiring systems integration, consolidation, and new application development. CSX needed to accomplish these critical IT goals within a finite timeframe, an established budget, and in a very tight job market.

Solution

By entering into a service agreement for legacy systems maintenance and enhancements with Keane, CSX was able to redirect its technology team to focus on key initiatives, such as the rollout of ShipCSX, CSX's answer to ecommerce tracking of rail cars and shipping status. Keane worked on 60 different systems using its global team

“Keane has demonstrated it can deliver on its commitment to our company and customers. The results are improved productivity, reduced cost of service, and satisfied customers. We consider Keane a true partner.”

Chuck Wodehouse, President,
CSX Technology CSX
Technology

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of IT professionals around-the-clock. The team consistently met or exceeded CSX's Tier 1 help desk 30-minute response time requirements for mission-critical applications and 2 ½-hour problem resolution standards. It also met or exceeded the Tier 2 standards for resolution of less-critical application issues within 24 hours. Additionally, to assist in the acquisition of Conrail, Keane's custom development and systems integration capabilities were utilized to ensure that CSX and Conrail systems communicated effectively and customers were satisfied.

Benefits

CSX enjoyed significant cost savings in its legacy maintenance area, and receives very high customer satisfaction ratings on its technology systems maintenance and production support services. Keane's offshore resources, coupled with onsite consulting, allowed it to ramp up to a full 225-person team in less than five months. The 2½-year project came in every time, on time, and under budget.

About Keane

Keane is an IT services firm headquartered in the US with more than 12,000 professionals worldwide. For 45 years, Keane has been an Application Services specialist with distinguished project management credentials. Today, we offer a flagship suite of Application Services, as well as Infrastructure and Business Process Outsourcing solutions delivered through onsite, nearshore, and offshore resources. Visit www.keane.com to learn how our projects, managed services, and outsourcing engagements deliver value for a range of businesses and government agencies.

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