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27/02/2020 – Présentation “LDIH Talks”

Présentation Propriété intellectuelle CFL IT
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ABOUT CFL GROUP

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HISTORY

- Passenger transport in Luxembourg since 1859
- Company under Luxembourg law, founded on April 17th, 1946
- Current shareholders:
  - Luxembourg 94%
  - Belgium 4%
  - France 2%

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3 MAIN ACTIVITIES

- Passenger transport by rail and by road, in the Grand Duchy and beyond, for the years 2009 to 2024
  - Backbone of the national public transport

- Management of rail infrastructure in Luxembourg
  - Management of traffic on the rail network, extension, modernisation, renewal and maintenance of these infrastructures

- Freight transport
  - Multimodal logistic services
  - Large range of value-added products

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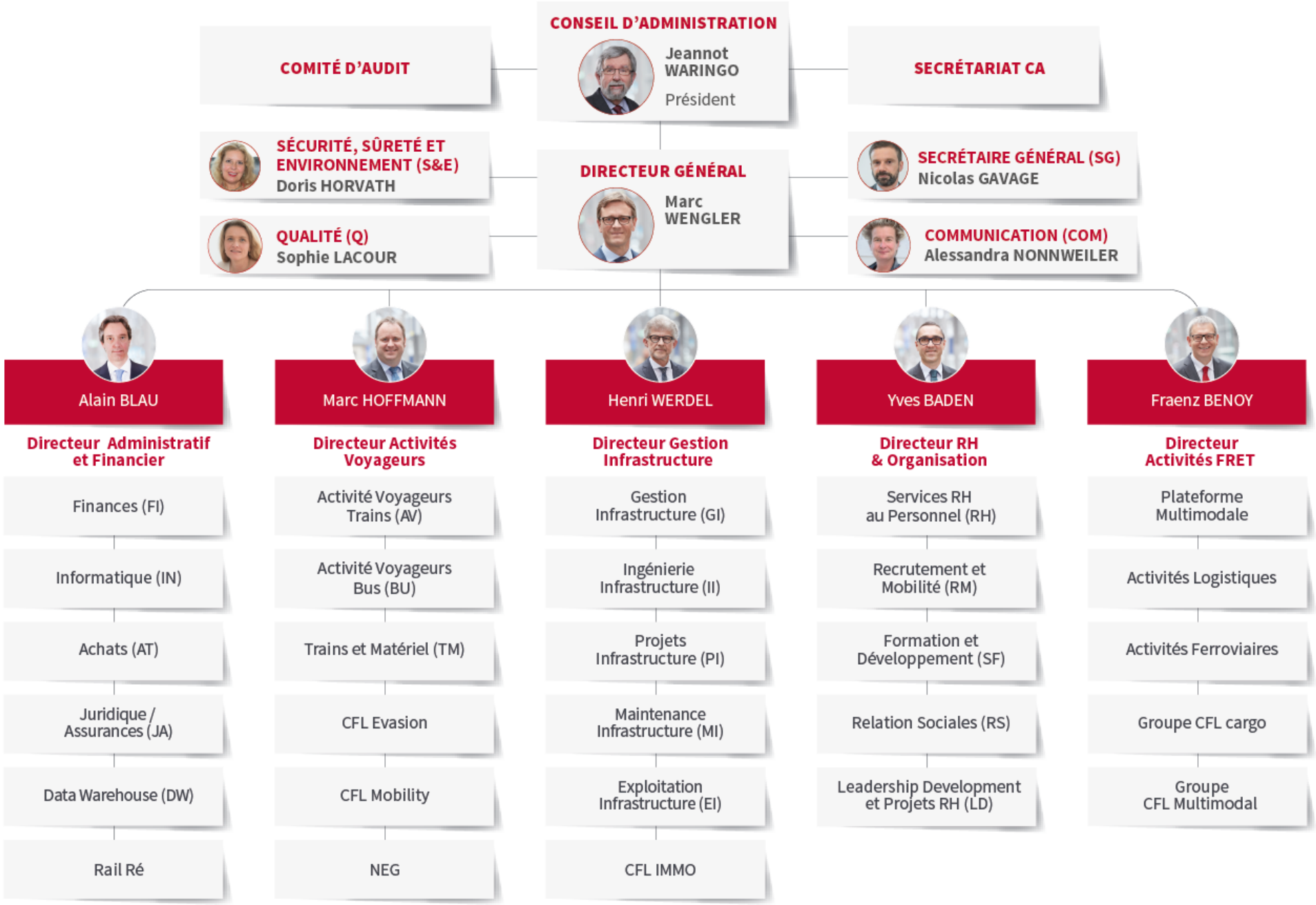
ORGANISATION OF THE CFL GROUP



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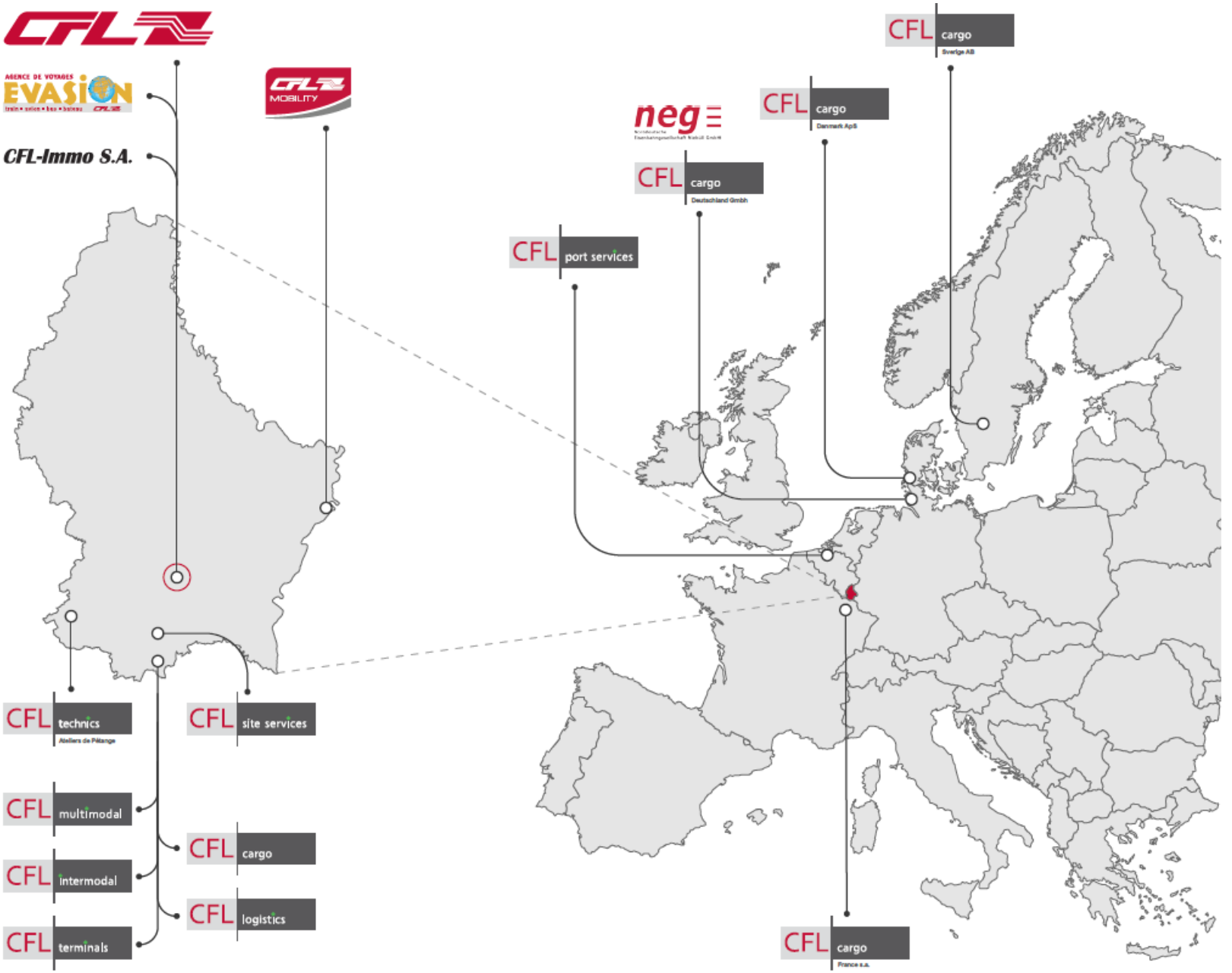
CFL GROUP SUBSIDIARIES



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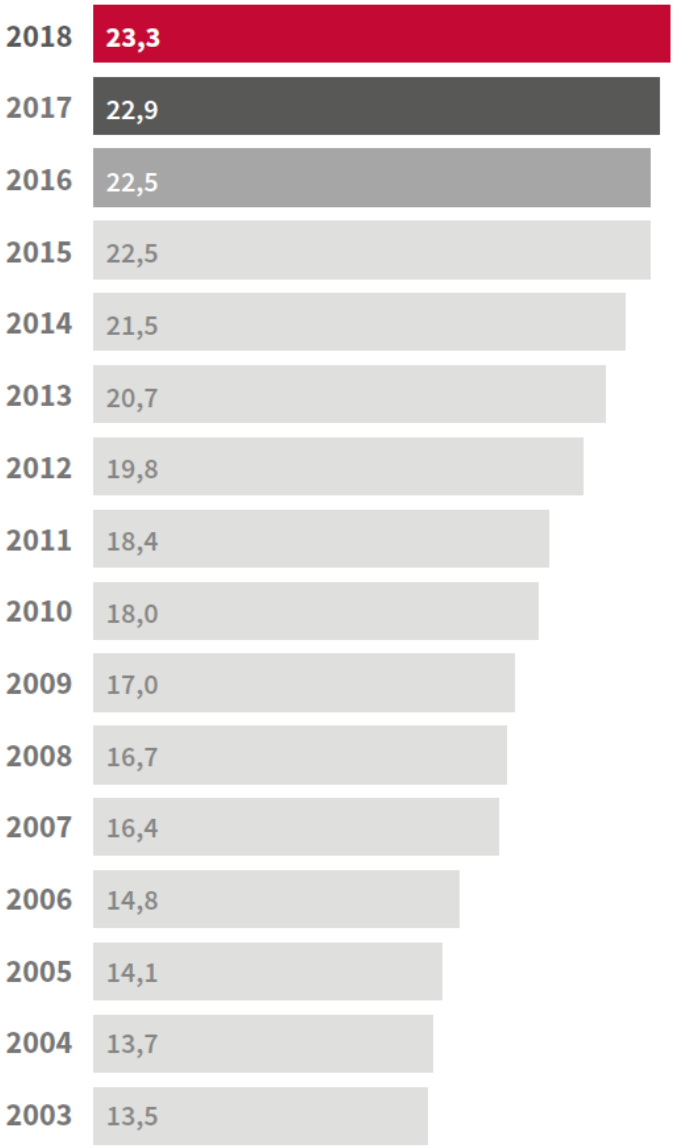
KEY FIGURES 2018

NUMBER OF TRAIN TRAVELERS (IN MILLIONS)



23.3 MILLION TRAVELLERS

2.517 MILLION TON-KILOMETRES OF GOODS TRANSPORTED

A FLEET OF **68 BUSES**

89,0% PUNCTUALITY OF TRAINS ON THE CFL NETWORK

100% ETCS EUROPEAN TRAIN CONTROL SYSTEM (NETWORK AND PASSENGER TRAINS)

4.622 EMPLOYEES INCLUDING FOREIGN SUBSIDIARIES

251.552 SEATS PER WORKING DAY

34 NEW ELECTRIC RAILCARS ORDERED

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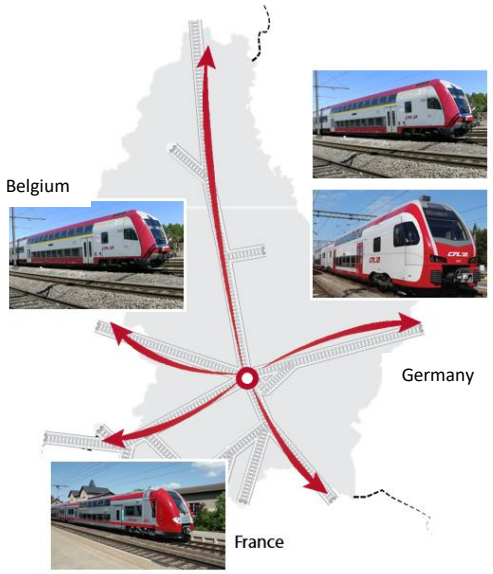
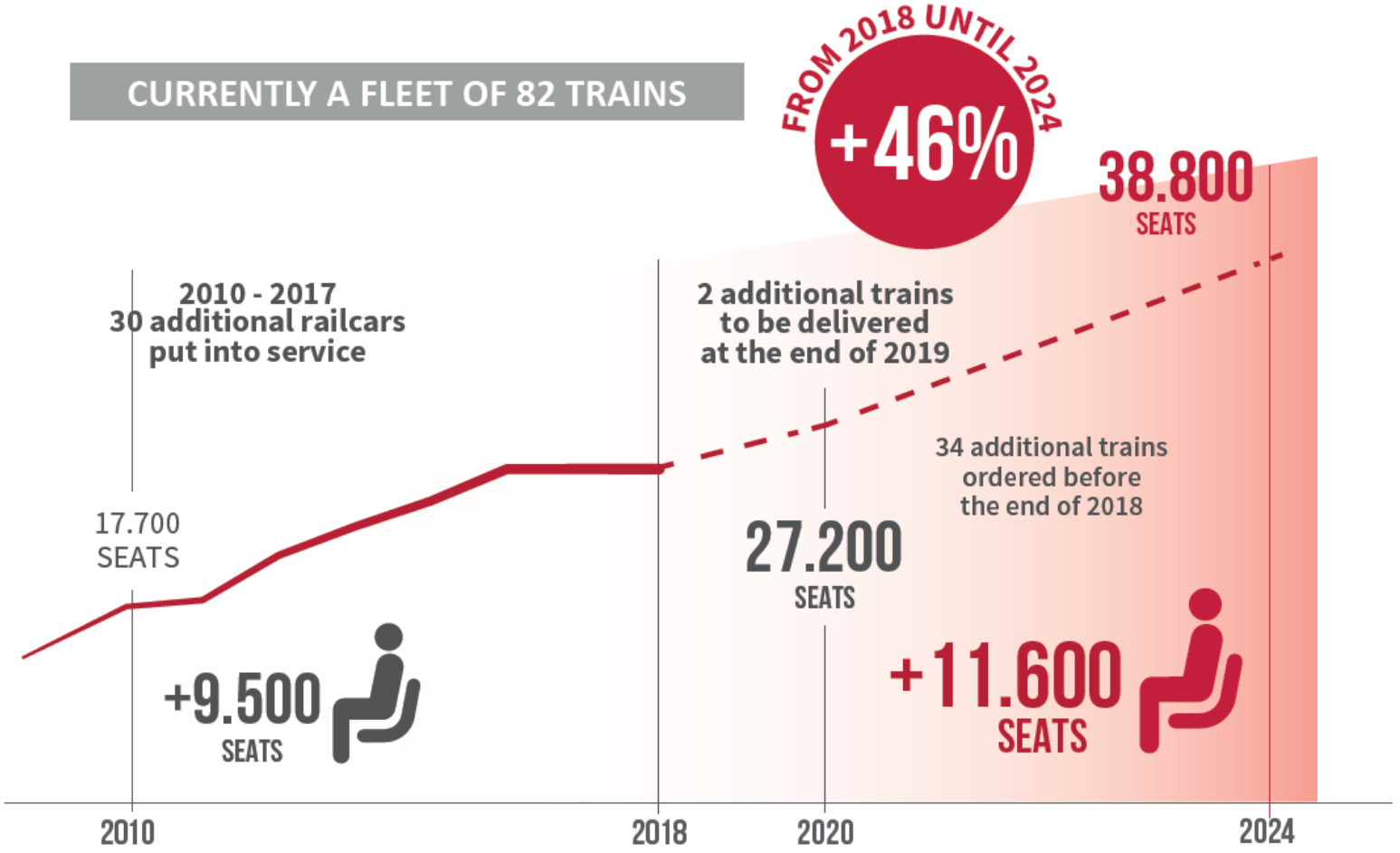
ROLLING STOCK

MODERNISATION AND EXTENSION OF THE ROLLING STOCK

INVESTMENT
400 MIO. €



IMPLEMENTATION
12/2021 - 12/2024



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INFRASTRUCTURE PROJECTS

Future Ettelbruck train station (2022) and P+R (2023)

Future Rodange train station (2023) and P+R (2021)

Future Howald train station and multimodal hub (2024)

Future line Luxembourg – Bettembourg (2024-2028)

Viaduct Pulvermühle (2019)

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FREIGHT ACTIVITIES: CFL MULTIMODAL

LOGISTICS

TRAINS

PLATFORM

SEMI-TRAILERS

PÉTANGE WORKSHOP

WAREHOUSE

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110 highly skilled “geeks”

CFL

Some Facts

IT

2800 workstations

600 applications

2 Datacenters

Countrywide Lan

Perimeter

- Infrastructure Manager
- Passenger Transport
- Freight
- Other Activities
- Transverse activities

Core Activities

- IT Infrastructure
- IT Security
- Applications
- Cloud Services
- Digital Workplace
- Operational Technology

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OUR DIGITAL JOURNEY

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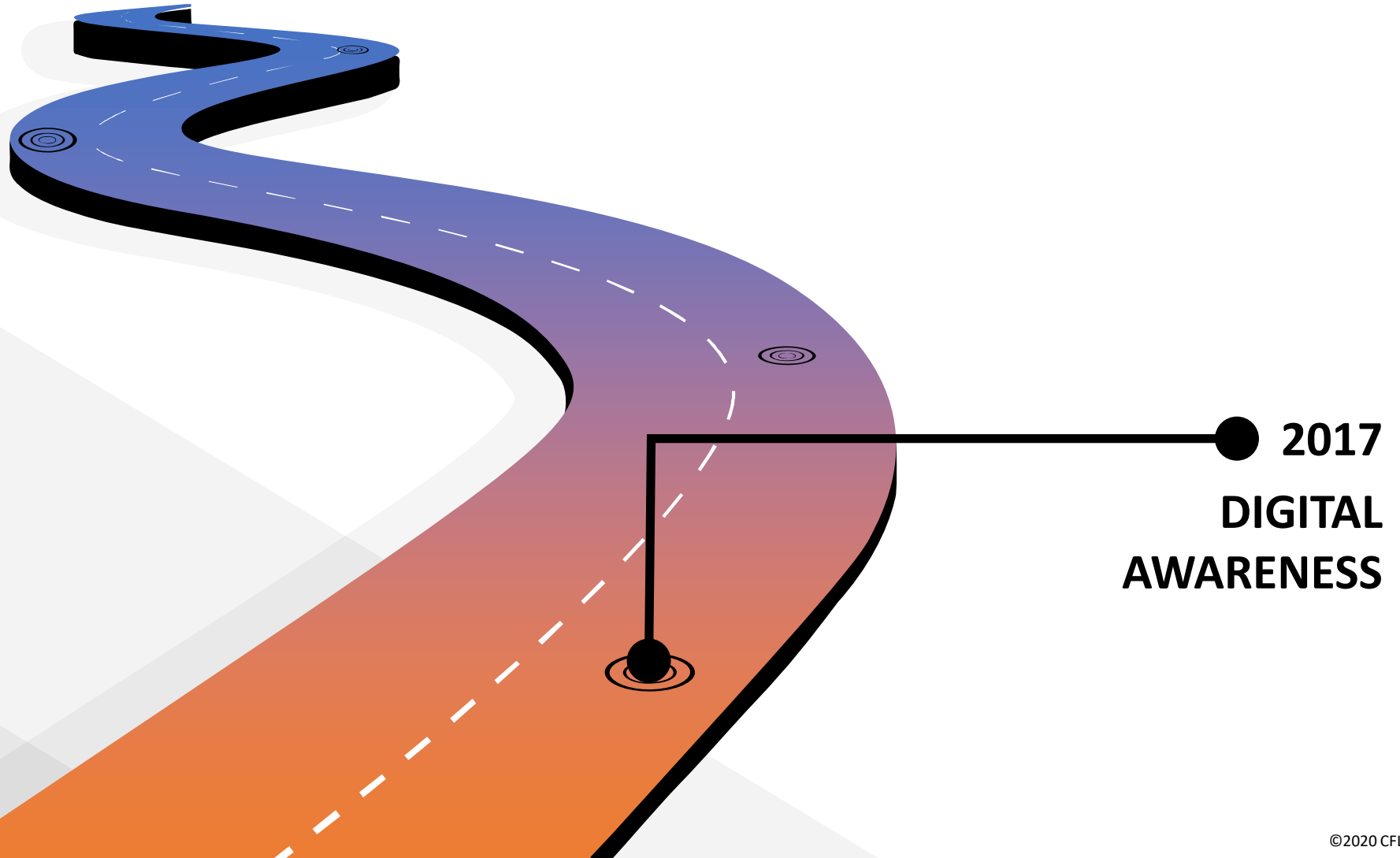
Our Digital Journey until now ...



Digital
RAIL
~~Road~~map

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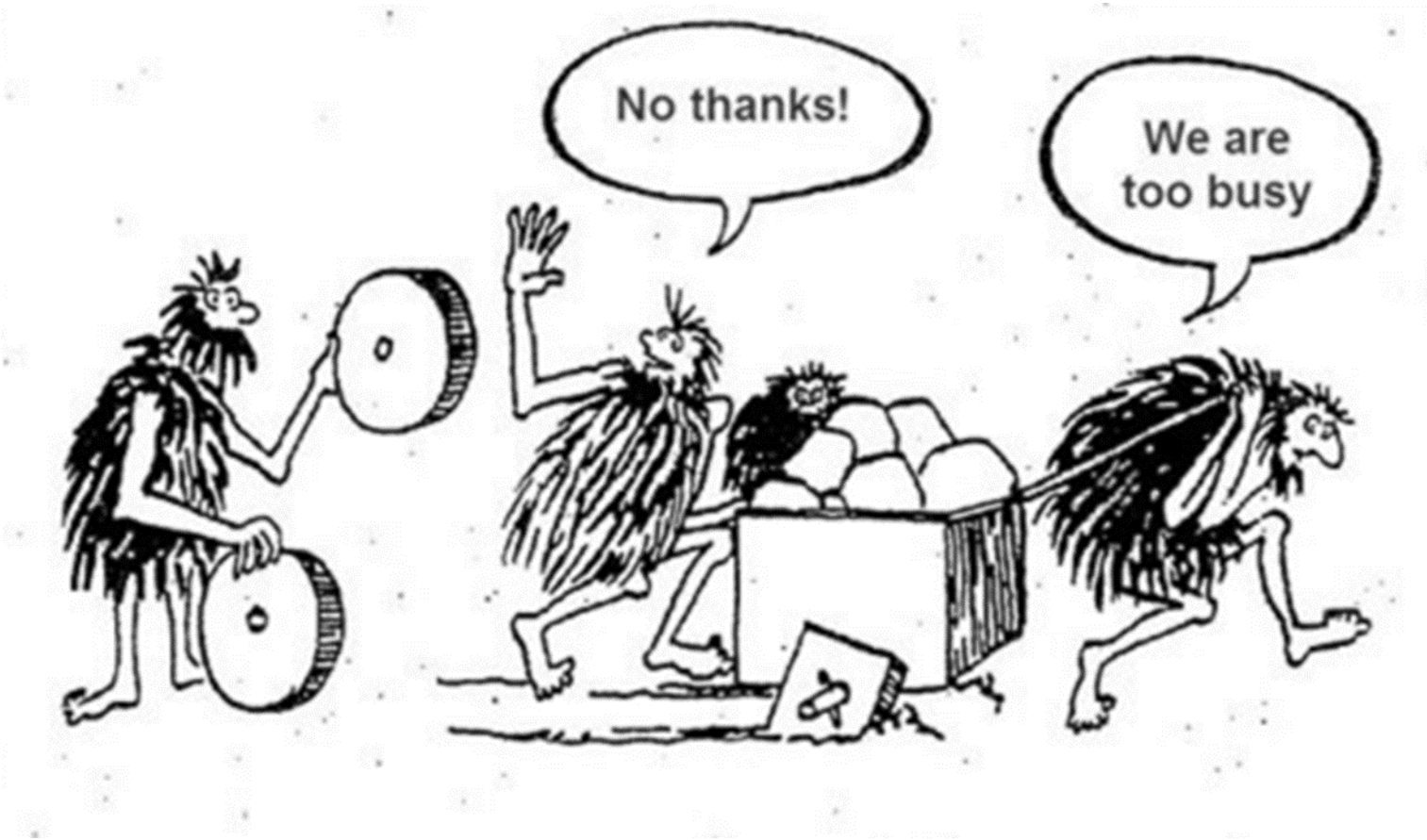
Why transform ?



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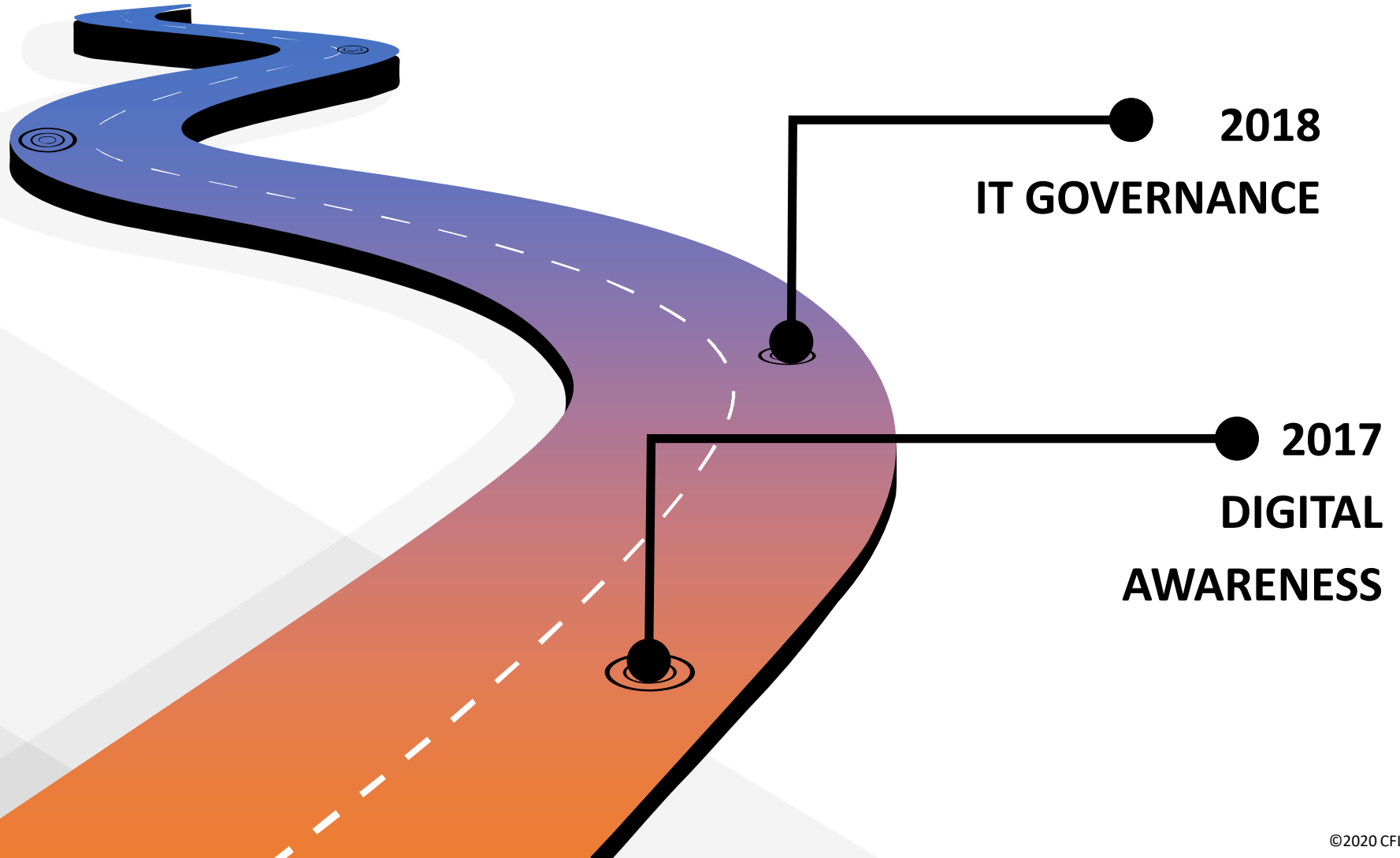
Our Digital Journey until now ...

Digital
RAIL
~~Road~~map



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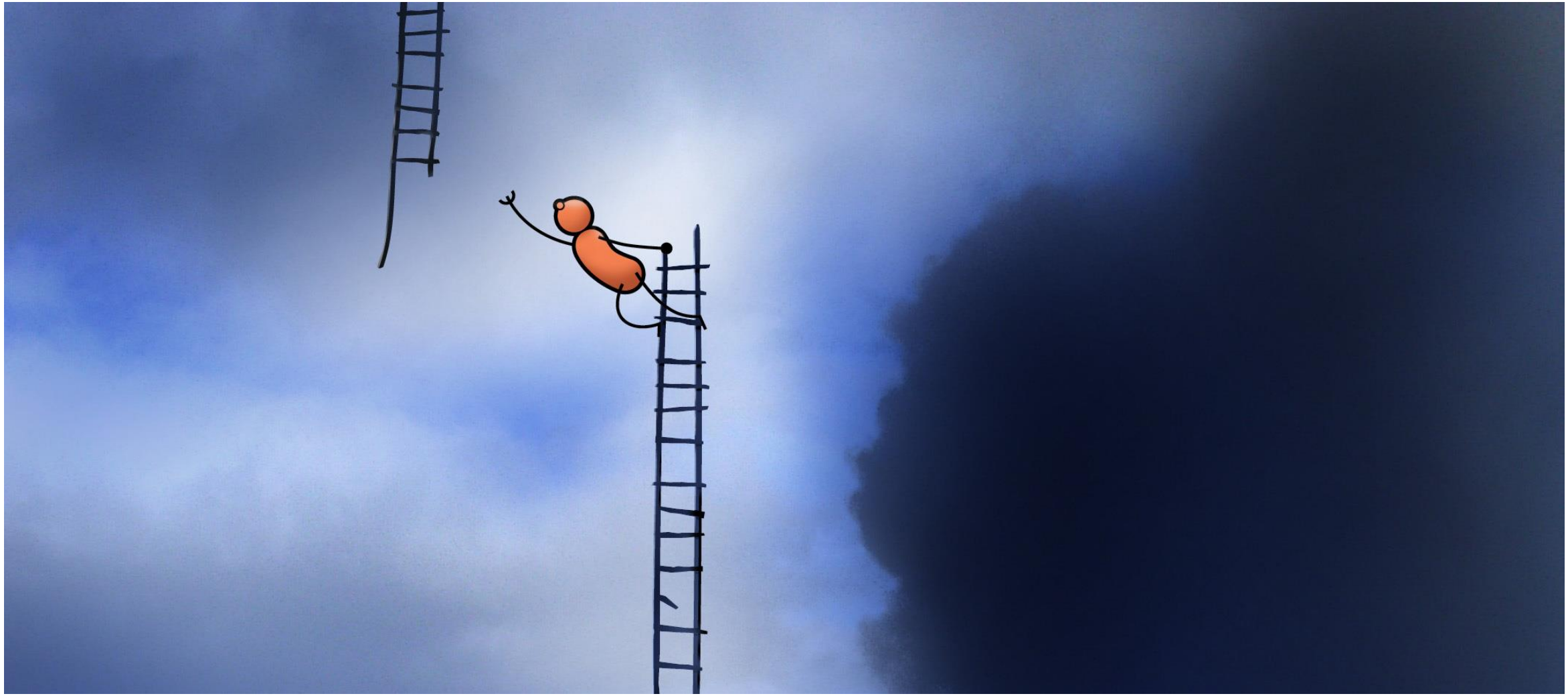

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“IT TAKES CHANGE TO MAKE CHANGE”

Silicon Valley Quote

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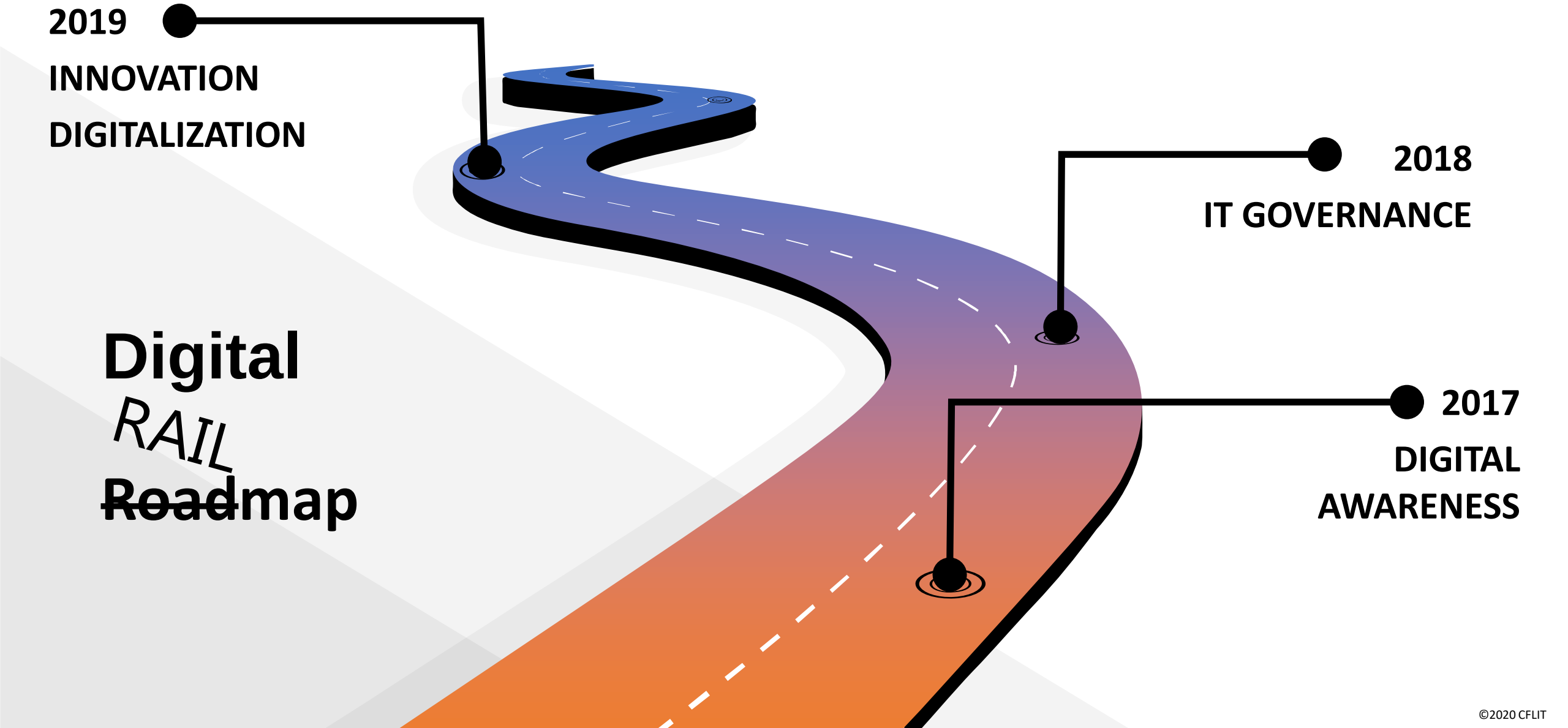
Our Digital Journey until now ...



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CFL CORPORATE STRATEGY – SOCIAL MEDIA STRATEGY

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NEXT

DIGITAL
INNOVATION
LAB

CONSTRUISONS ENSEMBLE
NOTRE FUTUR DIGITAL !

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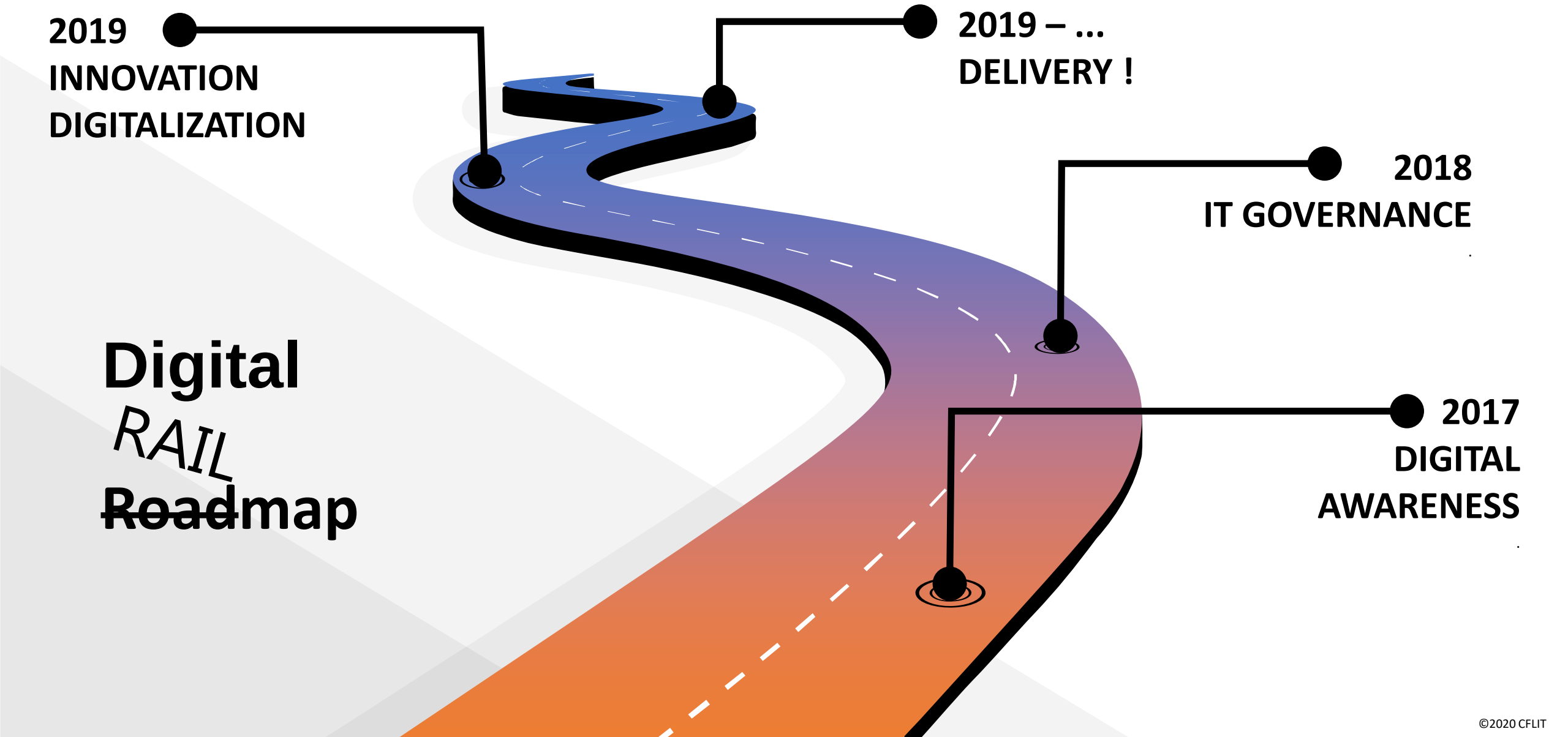
Our Digital Journey until now ...



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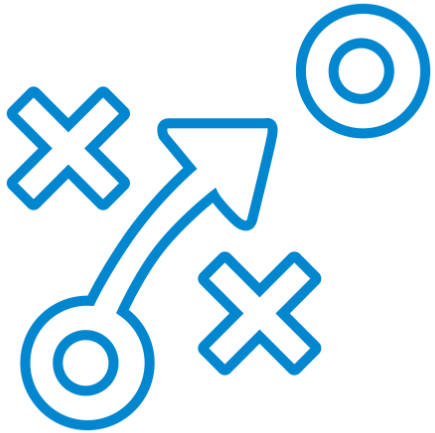
Initiatives

1. RealTime-Monitoring of active assets based on IOT, sensors et interconnected devices (locomotives, wagons, railway infrastructure)
2. Automated Monitoring of passengers and goods
3. Automated Circulation of Trains
4. Automatisation of train preparation process (automated visit, digital brake test ...)
5. Use of AR / VR (field of maintenance, training, simulation)
6. Human Factor 4.0
7. Data(sources, flow, processing ...)
8. Use of Artificial Intelligence for process optimization
9. Digital Customer Experience/Enhancement
10. Automated and Autonomous Vehicles (bus, trucks, cars,….)



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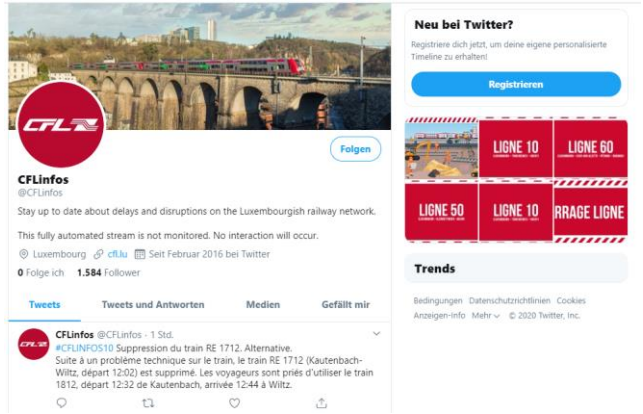
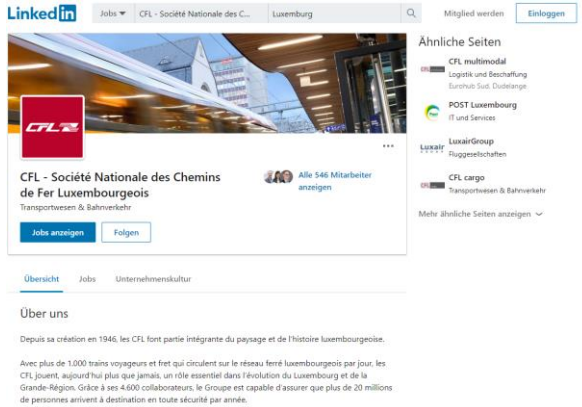
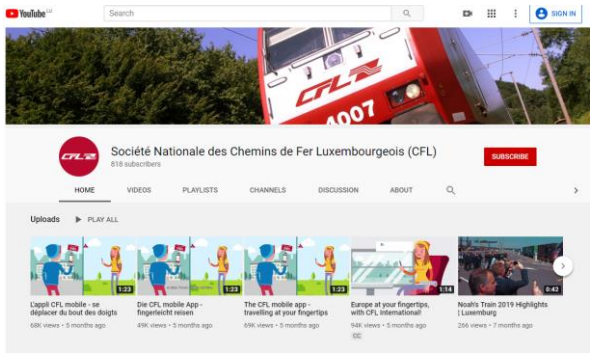
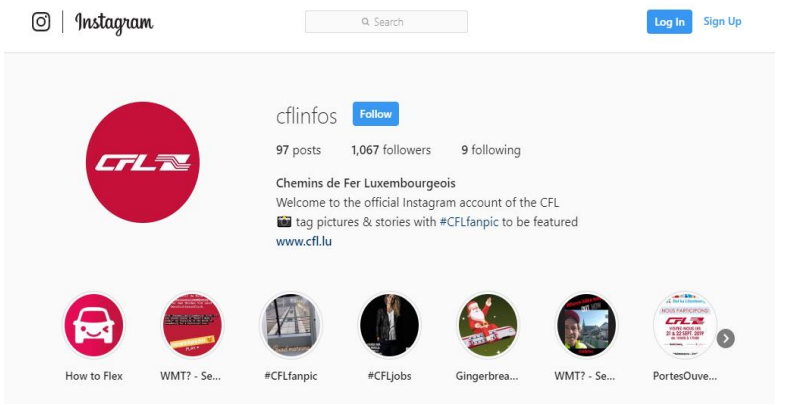
SOCIAL MEDIA – MAJOR SITES









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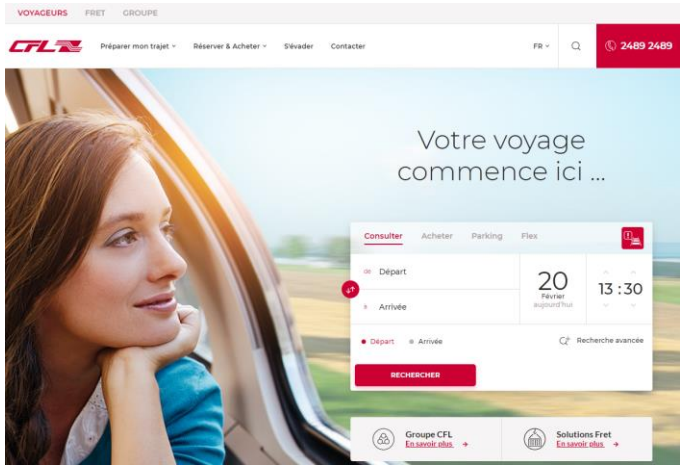
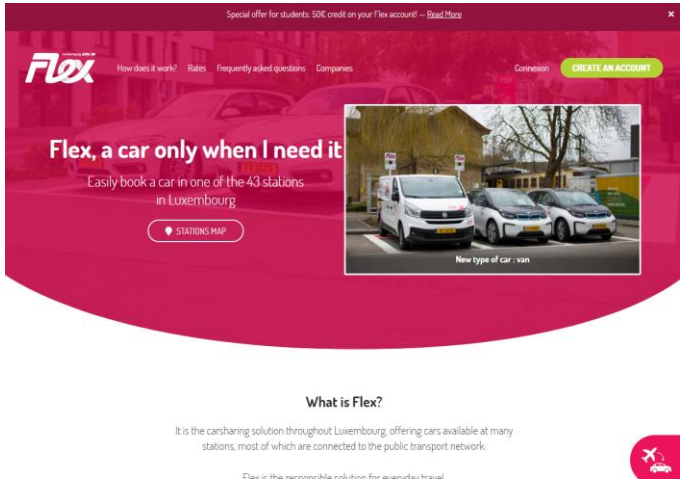
CFL INTERNET – MAJOR SITES



https://www.cfl.lu

https://groupe.cfl.lu



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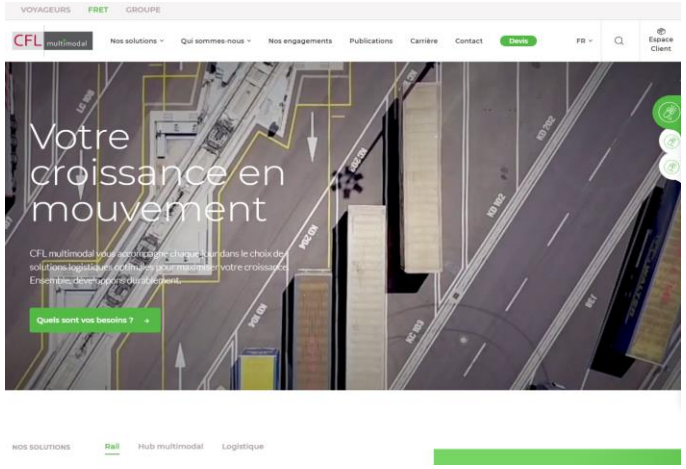

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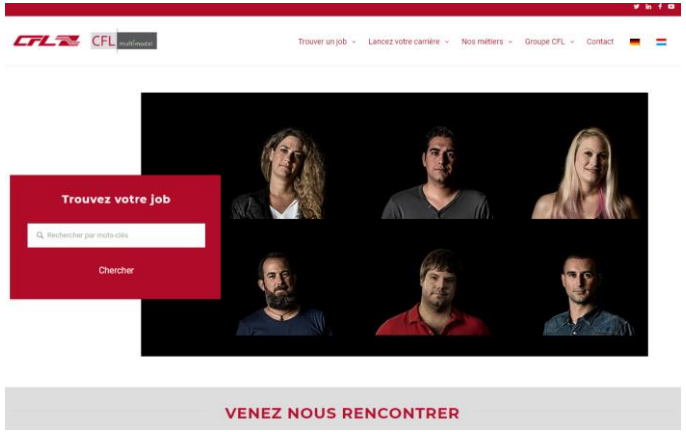

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“Thou shall not develop what the customer do not ask for”

(Startup Rule)

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BUT : “Be prepared when he asks”

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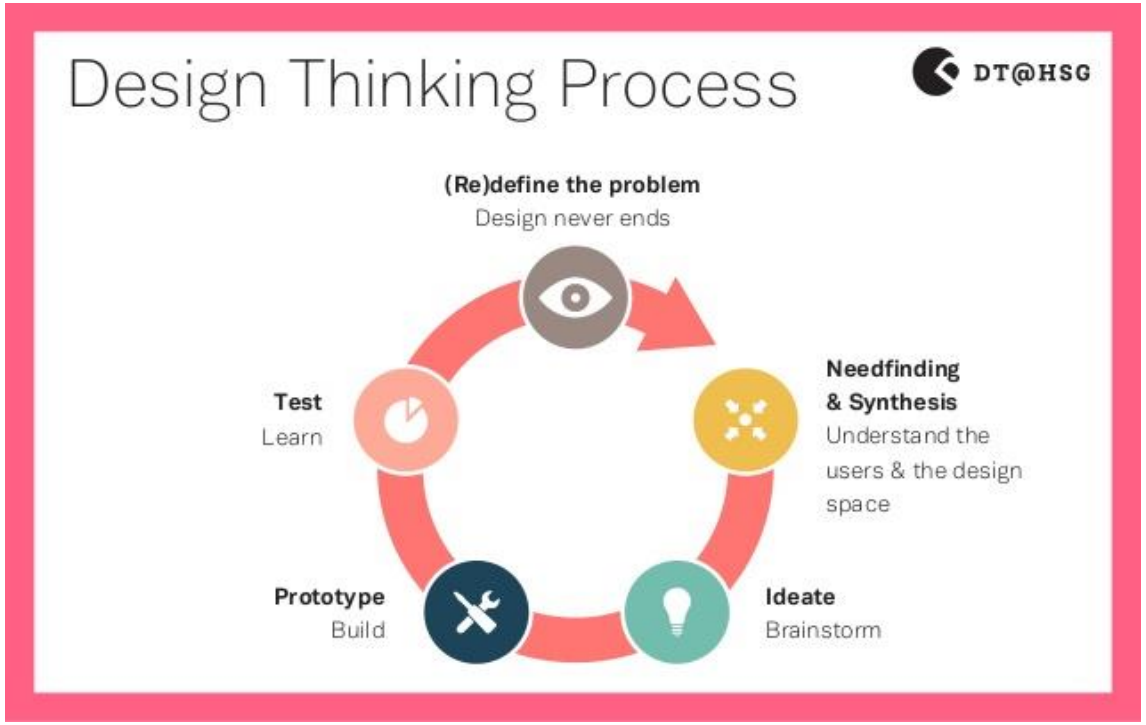
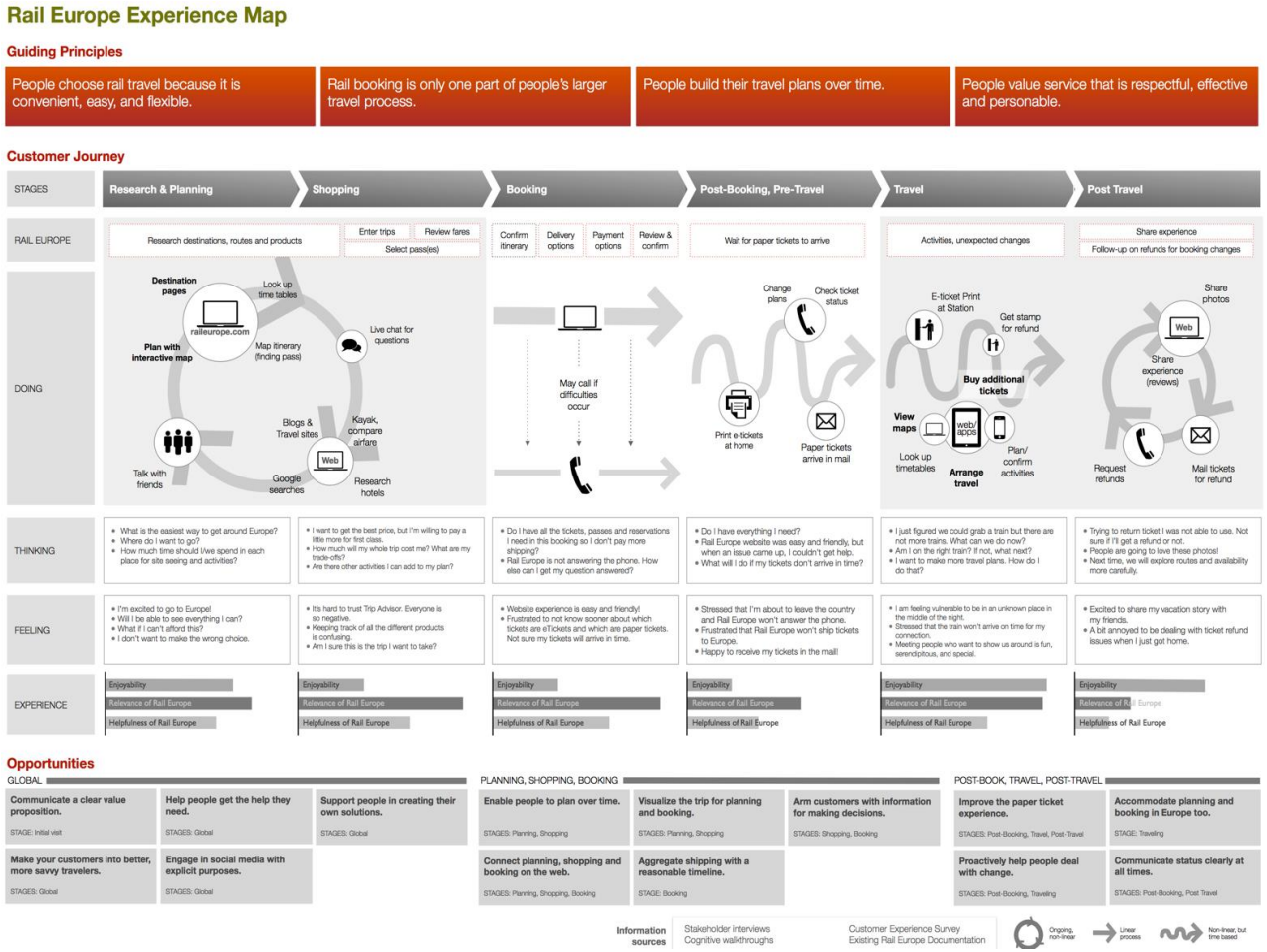
WORK IN PROGRESS





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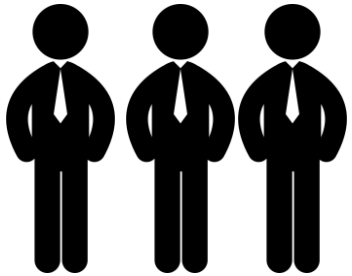
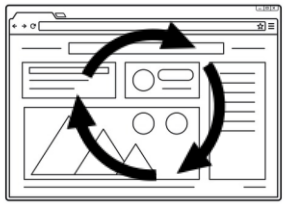
REBUILDING INTERNET SITE (NEW APPROACH)

STRATEGIC



« Design Thinking »

IDEATE/DESIGN



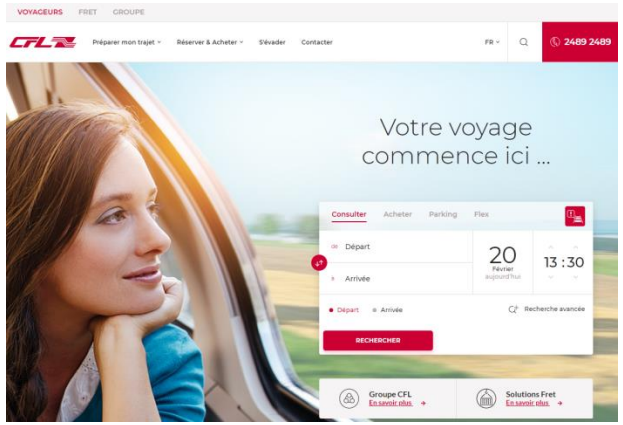
« Transversal »
« Design Thinking »
« Wireframes »
« Functional Analysis »

IDEATE/CREATE

« Transversal »
« MVP »
« Agile, Sprint »
« One Platform »
« Customer Specific »

CONTINUOUS IMPROVMENT

- Feedback
- Innovation
- Technology



« Launch »

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THANK YOU !

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