NAMED CLIENT / RAIL

Giving c2c Rail a Real-World Picture of Risk Across Its Estate

THE SCALE

25 managed stations · 28 stations served · Essex Thameside franchise

c2c runs the Essex Thameside rail franchise from London Fenchurch Street to East London and Essex. TCW manages electrical test certification and compliance data from its supply chain—giving the operator a real-world picture of risk.

MEASURED OUTCOMES

100%

of certification validated

Checked on receipt

25

stations managed

Plus 3 further stations served

Exec level

risk reporting

Visible to leadership

Obsolescence

planning enabled

Ageing assets flagged early

THE PROBLEM

As both train operator and infrastructure manager, c2c manages electrical, mechanical and fire systems across a large railway. Manually reading high volumes of supply-chain certification was unrealistic, and there was no reliable way to see the true compliance position or underlying risk.

WHAT TCW DID

TCW checks every certificate on arrival, turning paperwork into assurance: a real-world picture across the supply chain, executive-level reporting, and extracted asset intelligence—including obsolescence planning for technology approaching end of life.

FROM COMPLIANCE TO ASSURANCE

TCW began as a compliance tool, but its output created an awareness of risk and made it an assurance tool. The asset team now sees a real-world picture of supply-chain compliance and issues that day-to-day management time might never have surfaced.

INTELLIGENCE BEYOND THE CERTIFICATE

TCW extracts more value from information c2c already holds. It flags obsolete technology, supports forward planning and provides high-level executive reporting. The platform continues to evolve while freeing asset managers from manual paperwork.

OPERATIONAL GAINS

// **A real-world picture of supply-chain risk.**

// **Executive reporting on true compliance.**

// **Obsolescence planning from extracted data.**

// **Hidden issues surfaced automatically.**

// **Asset managers released to proactive work.**

> **“The use of TCW has blown open the doors for a small train operator come infrastructure manager. We now have a grasp on key asset data. Our exec team have high level reporting and the technology seems to constantly evolve and exceed expectations. It inspires trust and confidence in an area where risk is high and trust can be low.”**
>
> PAUL MEENAN • ASSET MANAGER, C2C

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