72® Services

Case Study
About the customer:

BLS AG is a transportation company with two main business fields: passenger traffic and infrastructure.

The rail and transportation enterprise has a history going back over 100 years, employs about 3,000 people, and has annual revenues of 1 billion Swiss francs. It runs a rail network in Western Switzerland and, with the Lötschberg base tunnel that opened in 2007, the company operates one of the most modern railway tunnels in the world.

About the project:

Introduction of Project Methodology and Quality Assurance

In 2010, BLS AG established a separate informatics division that was charged with both the operation and implementation of all IT projects. Previously, projects came under the responsibility of individual departments, and there were no across-the-board standards. As a result, several projects, including large projects with budgets of several million Swiss francs, ran into difficulties, and some had to be dropped in mid-development.

As part of the restructuring, the company commissioned Simon Martinelli to introduce a project methodology with a quality assurance system tailored to it. His knowledge of operations and superior social skills were critical components in dealing with the many stakeholders in the company.

The Profumo IT project methodology was defined within a few months. Training and implementation began in early 2011, and quality assurance was introduced in August 2011.

With minor adjustments over time, both aspects of this project have been in operation for more than 6 years, and have been used in hundreds of projects. In 2016 alone, they played roles in more than a hundred projects and small operations. Their low project dropout rate is in the single-digit percentage range, and projects no longer have to be stopped due to deficiencies in project management.

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