

BOMBARDIER



Technology Solutions **Sentio**

Now you can improve your vehicle reliability and reduce maintenance costs by providing On-Demand access to technical know how right on your shop floor.

If Only We Knew What We Know

The transit industry has faced a constant challenge in maintaining equipment – how to implant knowledge in new hires from your most experienced Technicians. While investments in training and development are the foundation for learning, they are not enough to guarantee that repairs are diagnosed properly and conducted efficiently.

The Impact of Not Knowing

When Technicians are tasked with repairing equipment they will start with the reported symptom of the problem and begin the troubleshooting "journey". There are typically three outcomes from every maintenance event:

1. They will discover no defect and return the equipment to service
2. They will attempt to repair the vehicle by replacing a component, or a number of components
3. They will accurately and effectively repair the vehicle fault

While considerable resources are consumed in all three scenarios, two out of the three approaches will likely result in the equipment being returned to the maintenance facility for additional troubleshooting and repair. What's worse is that often times a Technician will actually induce a failure if they are completing repairs with limited skill or knowledge on the equipment. The lack of knowing the correct repair procedure costs money in virtually every instance.

"Upwards of 30 to 50 % of an employee's time is wasted chasing knowledge that already exists within the organization"

The Transit Ready Solution

Sentio was developed by Bombardier's Technology Solutions team to provide on-demand access to technical knowledge. It is a turn key solution that includes hardware, software and the critical element of gathering and writing technical solutions to your most prominent equipment failures.

With Sentio in your shop, your Technicians simply enter in the symptom of the equipment fault and the software dynamically asks questions until the user is provided with the optimal repair solution.

On - Demand Access

Sentio includes shop floor installed kiosks that are purpose built for a transit maintenance environment. The kiosks are able to withstand ambient dust, liquids, and other environmental issues within your shop. Your supervisory staff can access Sentio on their PCs wherever they have network access.

For your mobile work force Sentio includes handheld computers and other mobile work tools to maximize access to knowledge for your entire team.

Advanced Software That Gets Smarter With Each Fix

The software behind Sentio has two key features that form the foundation for the technology; "normalization" and "precision". With normalization, the goal is to consistently associate various reports of faults and symptoms, regardless of how the fault is reported. Precision allows the user to arrive at the best solution quickly, as opposed to providing hundreds of solutions that might provide the desired remedy.

More Reliable Equipment with Less Effort

Sentio equips your team with the tools, and the knowledge, to "fix it right the first time". Sentio provides increased vehicle reliability by providing the most valid repair procedures to your staff, and because they will increase their rate of "first time fix", your equipment will spend more time on the road than it does today.



Supervisors get to Supervise!

In most maintenance organizations the Supervisors and Managers rose to their position by being equipment experts. While these are valid and essential skills, they often times have to spend more time in the shop helping your Technicians troubleshoot and not enough time managing their business. Sentio can help and will allow your Supervisors to supervise!

Find out More

To find out how Sentio can boost equipment reliability and availability at your company, contact Bombardier's Technology Solutions team today. Call Keith Sheardown at 647-284-9300, or email at keith.sheardown@ca.transport.bombardier.com.