



EXPRESS RAIL LINK
www.KLIAekspres.com
member of IARO

“Vantage Point has helped integrate and consolidate data from diverse computer applications in ERLSB into one seamless SAP platform. In addition to improving numerous key business processes, this consolidation has helped to enhance management decision making.”

Puan Noormah Mohd Noor, CEO, Express Rail Link Sdn Bhd.

QUICK FACTS

Company:

- Name: Express Rail Link Sdn Bhd
- Products & Services: Service provider in air-rail connection
- Industry: Transportation – railway services
- Website: www.KLIAekspres.com

Challenges & Opportunities:

- Improve ability to adapt to market changes and cater to increased passenger traffic
- Automate interdepartmental data exchange.
- Improve visibility into utilization and management of resources across the various departments and subsidiaries.

Objectives:

- In line with its expansion to meet growing demand of its services, to upgrade its SAP business software and leverage on the new functionalities.
- Expand its IT infrastructure and implement an integrated system environment
- Improve core railway business processes and provide quality service to customers.

SAP Solutions Implemented:

- Financial Management
- Supply Chain Management
- Human Capital Management
- SAP BusinessObjects for reporting and Dashboard capabilities for Management
- SAP as a Service (SaaS)

Benefits:

- Integrated information flow among departments
- Enabled close interdepartmental collaboration
- Leverage business information for better planning and business decisions based on one version of the truth.
- Access to high-availability, high performance infrastructure with flexible pay-as-you-go model with SaaS

Express Rail Link Sdn Bhd (ERLSB) operates the high-speed KLIA Ekspres and KLIA Transit train services between KL Sentral and Kuala Lumpur International Airport (KLIA).

The KLIA Ekspres is a premium non-stop train service. Cruising at a top speed of 160km/h, KLIA Ekspres is South East Asia's fastest train with a 99.7% on-time service performance. The journey takes just 28 minutes, operating at 15-minute intervals during peak hours and 20 minutes during off-peak, from 5:00 am to 1:00 am daily. Passengers arrive at the KL City Air Terminal (KL CAT) located inside the KL Sentral Station.

The KLIA Transit is a commuter service with three quick stops at intermediate stations, serving the key townships of Bandar Tasik Selatan (Cheras), Putrajaya, Cyberjaya and Salak Tinggi along the Multimedia Super Corridor. This service departs every 30 minutes and the journey from KL Sentral to KLIA takes 35 minutes. KLIA Transit serves daily commuters and airport personnel, as well as air travellers from the intermediate stations.

The train operations and maintenance is efficiently managed by ERLSB's wholly owned subsidiary, ERL Maintenance Support Sdn Bhd (E-MAS).

