

# ITALO - NUOVO TRASPORTO VIAGGIATORI SERVICES MAINTENANCE

CASE  
STUDY



In 2008 and 2015, Italo, Italy's first high-speed private operator, awarded Alstom a contract to build and take in charge the full maintenance for the rolling stock in three different depots (Nola, Venice and Milan).

## COUNTRY

Italy

## CONTEXT

In 2008, Italo chose Alstom to supply and maintain 25 AGV trainsets (composed of 11 cars each). The first AGV "Italo" train entered into operation in 2012.

In 2015, Italo chose Alstom for the second time to supply and maintain a new fleet of 26 Pendolino trains. In 2017, the first Pendolino "Italo" train started commercial service, while the last train of this new series will be delivered in 2021.

Italo is Italy's first private high speed rail operator, and the first operator in the world to use Alstom's new AGV train.

AGV and Pendolino are part of the Avelia range of high and very-high-speed trains in service worldwide. In Italy, they connect Rome, Florence, Bologna, Padova, Venice, Bolzano, Milan, Turin, Naples and Salerno and other cities.

Together with high speed trains, they were looking for a long-term partner to provide and deliver full maintenance solutions.

## SOLUTION

Alstom provides Italo with full maintenance services over 30 years, including:

- ECM (Entity in charge of maintenance)
- Full fleet maintenance: preventive, corrective and overhauls maintenance intervention
- Spare parts management
- Facilities management
- Trains movement
- Helpdesk

In addition to the full service contract, Alstom is also responsible for Nola depot purchased by Alstom from Italo in 2012.

## KEY ELEMENTS

- AGV and Pendolino train: TrainTracer & HealthHub™ software has been implemented
- Nola is the only maintenance workshop operated by a manufacturer in Italy

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## A VERY HIGH LEVEL OF SERVICES

	AGV	Pendolino
<b>Rolling Stock</b>	25 trains - 11 cars	26 trains - 7 cars
<b>Annual Forecast/train</b>	600.000 km	540.000 km
<b>Availability</b>	22 trains out of 25 in Revenue service	24 trains out of 26 in Revenue service
<b>Reliability</b>	Delays >10' FPMK ≤ 8	Delays >15' ≤ 4 event/month/train



## A COMPLETE DEPOT TO MANAGE

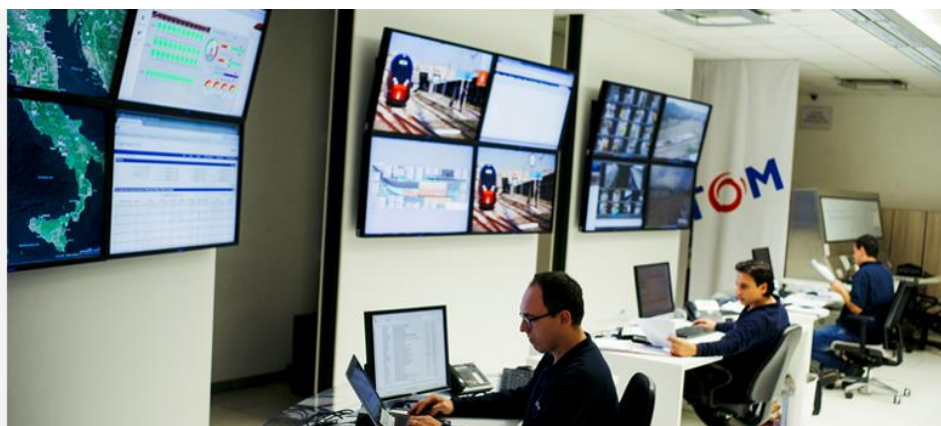
Alstom has organised a complete depot of a total surface of 140,000 m<sup>2</sup> in Nola with a covered surface of 42,000 m<sup>2</sup>. The depot is fully equipped with more than 10 rail tracks. Alstom designed, planned and followed-up on the development of the site, while also designing and developing depot equipment and facility management.

In addition, Alstom is responsible for hiring and training the personnel involved in the depot. A training programme is established so to ensure continuous maintenance skills evolution, always aligned with latest practices and regulations.

## A CUTTING-EDGE CONTROL ROOM

A complete control room with:

- 24h per day, 7 days a week
- Daily planning of preventive and corrective maintenance activities
- Service orders management
- Customer interface
- Fleet monitoring
- TrainTracer centre (HealthHub™)
- Trains movement management
- Helpdesk



### FOR MORE INFORMATION:

**Alstom**  
 48, rue Albert Dhalenne  
 93482 Saint-Ouen-sur-Seine  
 Cedex - France  
 Phone: +33 1 57 06 90 00  
[www.alstom.com](http://www.alstom.com)