



TransMilenio S.A.
Bogota, Colombia
www.transmilenio.gov.co

Industry:

Public Sector

Employees:

280

Oracle Products & Services:

Oracle Database Enterprise Edition
Oracle Application Server
Oracle Warehouse Builder
Oracle Discoverer
Oracle Portal

Oracle Partner:



DB System LTDA
www.db-system.com

“Oracle Database Enterprise Edition and Oracle Warehouse Builder have enabled us to integrate our financial information and operations systems. Now, we have a management information system that supports our operations and lets us make timely decisions, which has contributed to improving public transport service for millions of passengers in Bogota.”

– Bismark Buenaños, Engineer,
Professional Specialist in Systems
and Information, TransMilenio S.A.

TransMilenio S.A. Integrates Information Systems And Improves Operation of Mass Transit System

TransMilenio S.A. is part of the office of the Mayor of Bogota. A public/private enterprise, it plans, manages, implements, and controls an integrated public mass transit system. TransMilenio operates 114 stations and a fleet of 1,484 buses, which offer high-quality service to meet the transportation demands of millions of passengers in Bogota.

Challenges

- Improve the design, programming, and operation of the city’s mass transit system
- Provide self-service IT capabilities and up-to-date information to enable more informed management decisions
- Improve ability to measure the performance of transportation system operators and the organization in general
- Improve efficiency of mass-transit system processes to raise the level of user satisfaction

Solution

- Integrated multiple information systems, improving the organization’s ability to design new services, implement programming, and maintain operational control of the mass transit system
- Created a robust database with Oracle Database Enterprise Edition, extending visibility of critical information
- Consolidated financial and operational data with Oracle Warehouse Builder
- Enabled real-time access to fleet operations and daily collections data, driving rapid tactical and strategic decision making
- Implemented Oracle Portal and Oracle Application Server, allowing for self-service capabilities and dissemination of daily operational performance figures online
- Reduced time required to obtain sales figures based on users’ fares and total trips from 24 hours to a real-time process
- Improved user satisfaction levels and reduced travel times by up to 25%
- Worked with DB System LTDA, an Oracle Partner, to facilitate implementation and reduce risk