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Case Study
**DTPOS Integration & Special
Train Notice Automation**



arc
infrastructure





- ✓ Integration delivery and project management
- ✓ End-to-end process optimisation
- ✓ Tailored solution to real-world usage

Overview

- Arc Infrastructure identified the need to streamline the management of Adhoc Train Path, Amendment and Cancellation requests with a proper system instead of via email trails between Operators and Arc Planners. DTPOS (Daily Train Path Ordering System) was selected as a system and Interfuze was hired to integrate it with Arc's RAMS (Rail Access Management System) system.
- These requests typically trigger the creation of Special Train Notices (STNs), which must be recorded in RAMS and communicated to relevant stakeholders. The primary objective of the project was to automate the STN process, enabling direct updates in RAMS and automated email distribution once a Path Request is approved in DTPOS — significantly reducing manual effort for Planners.
- A critical component of the solution was the implementation of error detection functionality, which flags mismatches between train schedule data in RAMS and DTPOS. This ensures data integrity and supports operational consistency.

The Client

Arc Infrastructure is the manager of the rail freight network in Western Australia. It operates and maintains a railway that stretches more than five thousand kilometres across the state.

The network is vital to providing access to the eastern states of Australia and overseas markets through the region's six government-owned ports.

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The Challenge

- Planners had to rely on email communication between them and Operators and there was no clear audit trail.
- Manual entry of Special Train Notices (STNs) into RAMS was time-consuming and inefficient.
- Lack of automation impacted planner productivity and delayed scheduling.

The Approach

- Interfuze adopted an Agile delivery model, engaging stakeholders throughout.
- Conducted workshops and feedback sessions with Planners to tailor the solution to real-world usage.
- Proposed enhancements beyond the original scope to streamline and future-proof the process.
- Focused on end-to-end process improvement rather than just system integration.

The Results

- Eliminated manual STN entry and email distribution — saving significant time and effort.
- Created a self-healing process that empowered Planners to manage and correct errors independently reducing dependency on IT.
- Supported Arc's broader digital transformation strategy to improve data integrity, reduce double handling and modernise workflows.

- No feedback loop existed to identify mismatches between what was requested and Train schedule in RAMS.
- Data inconsistencies introduced operational risk and often required IT intervention to resolve.

The Solution

- Developed an automated integration between DTPOS and RAMS to manage STNs.
- STNs are now auto-created in RAMS and emailed to stakeholders upon Path Request approval.
- Introduced an error notification and feedback mechanism to detect and flag mismatches
- Enabled Planners to self-resolve issues and re-trigger the STN approval without IT involvement.

"When Arc made the decision to adopt the DTPOS solution, Interfuze leveraged their deep understanding of our systems to deliver options that optimised our existing technology stack, helping to minimise unnecessary spend. In addition, they proposed automated solutions that streamlined business processes and eliminated duplication of effort for end users. The solution was well received across the board and has made a positive impact on operational efficiency."

Lindsey Phillips
Operational Readiness Lead
Arc Infrastructure



**Think we can help solve
your problem?**

Reach out to Interfuze on
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