



Driving forward with Samsung DeX

ScotRail tells us how Samsung DeX helped them switch from office to 'smart working' quickly, simply—and successfully.

Ensuring business stays on track

Train operator, ScotRail, usually delivers over 22,000 Scottish regional and commuter rail services per day. It operates across 352 stations and supports upwards of 97 million journeys per year.*

During unprecedented times, Alan Manclark, ScotRail's Head of IT, tells us how he and his team needed to find ways to continue delivering business-critical tasks from home, with a remote desktop.

“About 60% of our workforce use desktops for day to day work, and there are types of critical applications that need to be run locally, like rostering, which we do a lot of—we've got a huge frontline workforce. Our train planning department also use a specialised planning application, which wasn't really suitable for using remotely as it is data transfer intensive”



Full steam ahead

The solution was right at their fingertips: Samsung DeX.

ScotRail had already upgraded to Samsung mobile devices with DeX capability, so it was the perfect transition from office to smart working.

They created and sent out 'DeX Kits'—a DeX cable, 27" monitor, keyboard and mouse to employees across departments, from HQ to the depots. The entire workforce could turn their smartphone into a familiar desktop experience.

“The guys are effectively still using the same desktop. They can use their Samsung mobile devices, plugged into DeX, and then Zscaler to give them a virtual private network, back into our own systems”.

Thanks to Samsung Knox, a defence-grade security solution, ScotRail employees had the reassurance of knowing that any sensitive information being accessed remotely, was completely secure.

This also meant employees weren't put under pressure, by having to contend with compromised working conditions, when carrying out data-intensive tasks.

“Instead of giving them laptops, with a smaller screen to work from, the 27" monitor is the size of screen they're used to working on. We had managers using laptops, and they actually came in, left their laptops on the desk and took a DeX kit”.

Samsung DeX has been an epiphany for Alan and his team. Thanks to the simplicity of the software, train management teams could keep working: creating train timetables and rostering staff – 4,000 employees, every day.

“You can't run a train service without having the required staff in place at the right time”.



Final stop: Smart working is here to stay

Samsung DeX signals a bright future for ScotRail

Employees have said how confident they are using DeX because it's a single device. Being able to instantly access all the information they need—without having to navigate multiple OS platforms, or remember to share projects and data, from one device to another.

Multi-tasking is made simple too—as employees have two screens to do twice as much. They can take a call, or reply to a text while reviewing documents, without having to break focus. Because of the simplicity of the set up and usage, this has resulted in a much lower than average number of calls into the ScotRail Help Desk.

The smooth and simple transition, thanks to DeX, has been so successful that the team were recognised for an internal recognition award—because of how quickly they were able to switch to smart working.

“People look at phones differently—at what can be achieved. People have had their perceptions changed”.

Further down the track, ScotRail are open to wireless DeX—without a cable—as it would allow employees even more flexibility and versatility.



See how Samsung DeX can enable workforce productivity and support flexible mobile working at samsung.com/uk/Dex