

Crossrail Ltd Accelerates Toward a Mobile Workforce with AirWatch

The Client

Crossrail is currently Europe's largest civil engineering project. It involves the construction of a new metro railway from Reading and Heathrow airport in the west through central London to Shenfield and Abbey Wood in the east. This 118km route includes 21km of central twin-bore 6.2m diameter rail tunnels underneath central London and Docklands. The tunnels are being constructed between existing underground lines, sewers, utility tunnels and building foundations at depths of up to 40m.



On completion, Crossrail will increase central London's rail-based capacity by 10%. It is expected that 200 million passengers a year will use the new link when it opens in 2018. The new railway will bring an additional 1.5 million people within 45 minutes commuting distance from London's major employment districts. Crossrail is being delivered by Crossrail Limited, a wholly owned subsidiary of Transport for London.

The Challenge

To date, more than 55 million working hours have been completed on the Crossrail development and over 10,000 workers are involved across more than 40 construction sites in London and the South East. With such an expansive development, efficiency is extremely important.

Crossrail wanted to manage, monitor and support its mobile fleet exactly as it would manage desktop computers and that is why it chose AirWatch[®] by VMware[®]. In the event that a device is lost or stolen, the company also needed the ability to immediately wipe all corporate data remotely.

The company therefore sought an enterprise mobility management solution that would enable its workforce to gain secure access to the corporate applications from their mobile devices and at the same time manage, monitor and distribute the necessary applications and content to the entire mobile fleet.

The Solution

Crossrail standardised its mobile fleet two years ago on iOS devices and currently uses iPads and iPhones. Previously, the company used BlackBerry devices but migrated to Apple's iOS operating system.

Solution Overview

- Client: Crossrail Ltd (CRL)
- Industry: Transportation
- Geography: United Kingdom
- Features: MDM, MAM, MEM
- Devices: 500 – 1000



The majority of Crossrail's mobile devices are used to access corporate information, data and 3D drawings on the go. With AirWatch, employees can securely enter corporate data from wherever they are working. This eliminates the need for them to return to their desktops to check information, thus increasing effectiveness and productivity.

There is no longer any need for certain contractors to print and carry corporate information required for work with them. Through the use of mobile devices employees can now simply turn to their ipads and have business-critical data at their fingertips, anytime and anywhere. A reduction in printing furthermore reflects positively on Crossrail's cost structure by enabling the organisation to decrease costs and improve productivity while at the same time reducing its environmental footprint.

To fully support its mobile initiatives, Crossrail utilises AirWatch[®] App Catalog, which enables administrators to distribute relevant applications to selected users.

All data accessed through mobile devices used by Crossrail's employees is protected through AirWatch[®] Mobile Device Management. In case of loss or theft, AirWatch enables the company to wipe corporate data remotely or block the device.

Up Next

As a next step in its mobility initiative, Crossrail plans to deploy AirWatch[®] Secure Content Locker[®] across its mobile device fleet. AirWatch Secure Content Locker protects sensitive content in a corporate container and provides users with a central application to securely access, store, update and distribute the latest documents from their mobile devices.



Photography References:

¹Cover: Completion of eastbound cavern at Stepney Green shaft – 14 May 2013

²TBM Launch Event, Crossrail Ready to Dig – 13 March 2012

³Crossrail running tunnel near Woolwich

⁴TBM Elizabeth transit through Whitechapel eastbound tunnel – October 2014

