



A-Train Assignment

## On time for the flight

“The partnership with EuroMaint Rail meets our demands and requirements, so that we can offer our customers a first-class service.”

Martin Byström, Technical Director at A-Train AB

*Punctuality and comfortable travel are vital competitive advantages for Arlanda Express, which every year has 55,000 departures between Stockholm city and Stockholm Arlanda Airport. EuroMaint Rail has total responsibility for maintaining rolling stock, and will now also be responsible for its modernisation.*

# Effective maintenance of Sweden's most punctual train service

*Arlanda Express, which is operated by A-Train AB, is the quickest, most punctual means of travel between Stockholm city and Arlanda Airport. Without stopping, the train travels on a straight line to the airport in a maximum of 20 minutes. The service began in November 1999 and in 2008, three million passengers travelled on the Arlanda Express.*

Since 2005, A-Train and EuroMaint Rail have had a contract that involves EuroMaint Rail taking responsibility for all train maintenance – everything from preventive maintenance and overhauls to corrective maintenance and cleaning.

## The best availability in the world

A-Train's contract with EuroMaint Rail is availability-based, which means that the delivery is measured in how many trains the customer has available for service. EuroMaint Rail's work is also evaluated based on the number of train faults and how long it takes before the faults are rectified.

"The contract is designed in such a way that we are always spurred on to be better in our maintenance, which we find stimulating. We and the customer have a common goal – for the trains always to be running," says EuroMaint Rail's Camilla Alström, who is the Customer Manager for A-Train.

Work focused on maximising the availability of rolling stock has resulted in Arlanda Express now having more than 99 per cent availability.

"Our objective is rolling stock with high availability and reliability. The partnership with EuroMaint Rail meets our demands and requirements, so that we can offer our customers a first-class service," says Martin Byström, Technical Director at A-Train AB.

## Also responsible for modernisation

During 2009, the partnership between A-Train and EuroMaint Rail has been extended further. A-Train is investing almost SEK 100 million in an upgrade of the Arlanda Express. EuroMaint Rail has been commissioned to refurbish the rolling stock in order to further improve comfort and increase capacity.

"A-Train is a professional customer that makes tough but concrete and justified demands, regardless of the task. That spurs us on to do a good job," says Camilla Alström.



Photographer: Tommy Säfström

## Facts about the A-Train assignment

**Customer segment:** Passenger transport

**Type of maintenance:** Turnkey undertaking, availability contract

**Amount of rolling stock:** 7 trains

**Geography:** Stockholm - Arlanda

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EuroMaint Rail strengthens its customers' competitiveness through services and products that increase the availability, reliability and service life of rolling stock. EuroMaint Rail offers qualified technical maintenance and refurbishment of rolling stock and its components.

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