

DEUTSCHE BAHN CASE STUDY

Deutsche Bahn trust Nokia X20 smartphone and Nokia T20 tablet to boost efficiency across teams and regions



Deutsche Bahn AG is Germany's national railway transportation and public infrastructure company. Founded in 1994, it manages, services, and runs the critical railway infrastructure in Germany, as well as a Europe-wide freight cargo division.

The German organization has over 322,000 employees working across multiple sites, cities, and countries. To optimize daily workflow and maximize efficiency among its workforce, Deutsche Bahn sought to upgrade its employee devices via a public tender process. HMD Global won this process, supplying 12,000 Nokia X20 smartphones and 36,000 Nokia T20 tablets to staff ranging from those involved in operations to train conductors, on-board caterers and mechanics in the DB Fernverkehr (long-distance passenger trains) and DB Regio (regional and commuter trains) arms of the business.

COMPREHENSIVE AND CONSIDERED SUPPORT

The customer support provided by HMD Global has been one of the biggest plus points for Deutsche Bahn. It ensured a successful initial rollout and onboarding phase across Germany.



SIMPLE AND SCALABLE

Because of the size of Deutsche Bahn and number of departments that collaborate daily throughout the country, the devices the company

standardizes on must be user-friendly and as comfortable displaying the latest railway and passenger information as they are when organizing operational business for staff.

As Deutsche Bahn explain, “The usability and range of features that the Nokia X20 had was highlighted by end users during the tender process. It’s usability continues to benefit employees in their daily work tasks such as providing status or delay updates to passengers and checking work processing sheets.”

“In particular, the Nokia T20 tablet has allowed us to introduce an Android tablet that can perform in sophisticated high-volume enterprise environments – making it easy to assess train documentation.

A SUSTAINABLE FUTURE

Deutsche Bahn has become a strategic player in Germany’s strategy to reach national climate goals.

“The regular security updates and Android OS upgrades mean these devices remain secure and equipped with the latest features for longer. This extended lifespan, will allow us to keep the devices for longer rather than having to replace them.”

Deutsche Bahn relies on efficiency to meet customer and industry demand in the transportation space. DB Fernverkehr and DB Regio run over 23,000 services carrying over 3.9 million passengers. The devices and support provided by HMD Global enables them to work at scale with confidence and deliver an efficient service to customers.



About HMD Global

Headquartered in Espoo, Finland, HMD Global Oy is the home of Nokia phones. HMD designs and markets a range of smartphones and feature phones targeted at a range of consumers and price points. With a commitment to innovation and quality, HMD is the proud exclusive licensee of the Nokia brand for phones and tablets. For further information, see www.hmdglobal.com
Nokia is a registered trademark of Nokia Corporation.

About Deutsche Bahn

Headquartered in Berlin, Deutsche Bahn AG (DB) is Germany's state-owned railway company. DB operates passenger and freight transport services, carrying 1.7 billion passengers and hauling over 300 million tons of freight a year within Germany and to other countries. The company operates in different business divisions: from passenger long-distance and regional trains, to transport and railway cargo freight. DB is also responsible for the largest railway network in Europe with more than 33,000 km of railway.

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