

How ThoughtSol Unified Complex Railway Data to Enable Predictive Operations



CUSTOMER SUCCESS STORY

ABOUT THE CLIENT:

Our client powers the digital backbone of **Indian Railways**, managing large-scale systems for train operations, freight management, passenger services, and real-time railway data across one of the world's largest rail networks.



INDUSTRY:
PUBLIC SECTOR

BUSINESS CHALLENGES



Indian Railways generates massive **operational and passenger data** across multiple systems including train movement, freight operations, asset management, grievances, and live feeds.

01



The challenge was integrating fragmented data and enabling **predictive insights** for better operational planning and faster decision-making.

02

SOLUTIONS OFFERED:



ThoughtSol built **AI-powered solutions** using Microsoft Azure, Fabric, and Databricks to convert railway data into predictive intelligence.

01



SAMAI predicts train ETAs and freight placement delays, enabling proactive planning and reduced disruptions.

02



NIVAI, integrated with **Rail Madad**, is an AI conversational assistant that improves passenger support and grievance handling.

03