



SEMITAN ENSURES THE RELIABILITY OF ITS DOCUMENTATION AND PROJECTS WITH MERIDIAN

SEMITAN: The Operator of Nantes' Mobility Network

Founded over 40 years ago, SEMITAN has been responsible for the operation, maintenance, and management of the public transportation network across the 24 municipalities of Nantes Metropolis. Specifically, the company manages operations, maintenance, construction, and extension projects for a wide range of infrastructure, including tram lines, stations, substations, overhead lines, technical workshops, and maintenance centers.

This infrastructure requires thousands of technical documents and operation and maintenance documents (O&M), all of which are essential for the safety and upkeep of the facilities.

"The information is now reliable, accessible, and shared, allowing projects to be better monitored and managed, while adhering to quality, cost, and deadline objectives."

40YRS

OF OPERATING NANTES'
PUBLIC TRANSPORT
NETWORK

146.4M

OF PASSENGERS
TRANSPORTED
ANNUALLY

29.8M

KILOMETERS
COVERED
ANNUALLY

12K

MAINTENANCE
INTERVENTIONS
PERFORMED ANNUALLY

THE CHALLENGE

DOCUMENT MANAGEMENT CHALLENGES BEFORE MERIDIAN

Before 2019, SEMITAN relied on servers, CDs, floppy disks, and paper archives for document management, and they did not have a central source of truth for this information. AutoCAD plans existed in multiple unsecured versions, and each department operated in silos with its own copies. Document retrieval was time-consuming and often ineffective, leading to errors, cost overruns, and delays on projects. Adopting an add-on to Meridian that will enable advanced text search and reporting within documents.

THE RISKS AND CONSEQUENCES OF FRAGMENTED TECHNICAL INFORMATION

The lack of a centralized system and reliable document processes compromised the quality of projects and field interventions in many ways:

- Version errors, information loss, and accessibility issues limited operational performance and resulted in costly rework.
- Project KPIs, including timelines, budgets, and technical compliance – were directly impacted.
- Information flow between internal stakeholders was challenging, further exacerbated by paper-based systems and unstructured management.
- Maintenance and project teams spent a significant amount of time locating and verifying information, as documentation was scattered and outdated document versions were frequently circulated.

THE SOLUTION

SEMITAN decided to use Meridian to overcome these issues and centralize all of its technical documentation.

IMPLEMENTATION OF MERIDIAN

The Meridian deployment, which happened in 2020, was organized by user profiles in two phases. The draftsmen and designers were the first to be involved during the initial deployment phase in 2020, as they are responsible for managing AutoCAD plans, project copies, and version tracking. Gradually, the scope expanded to include maintenance and construction services.

Overall, the project included unification of metadata and importation of existing documents, as well as integrations with AutoCAD and the CMMS Carl to facilitate adoption.



THE RESULTS

CENTRALIZATION OF DOCUMENTS

All of SEMITAN's technical documentation is now centralized in Meridian and organized in a unique, secure, and structured reference system.

This has led to a significant reduction in errors and rework. Thanks to strict version control and validation workflows, teams now use up-to-date and validated documents, limiting interventions based on incorrect information. Version errors and duplicates have also virtually disappeared, reducing cost overruns and delays on projects.

Additionally, the time spent searching for documents has been significantly reduced, allowing maintenance teams and project services to spend more time on production and less time searching for information. Operational responsiveness has also increased, particularly due to the integration of Meridian with AutoCAD and the CMMS Carl, which provides direct access to plans and documents from equipment sheets.

Additionally, the implementation of automated document workflows has helped structure business processes by ensuring traceability and tracking of validations. The review, approval, and distribution circuits are now clear, streamlined, and secure, reducing the risk of omissions or non-compliant handling. Finally, the reliability of document information has strengthened the safety of field interventions and improved the quality of service provided to users.

BENEFITS FOR ALL USERS

All user types have also experienced benefits from using Meridian.

- **Maintenance and construction services teams** now consult technical documents via Meridian Explorer and directly from the CMMS Carl. This link between equipment and its associated plans has significantly facilitated both corrective and preventive maintenance interventions.
- **Project services and design offices** use Meridian to manage project documentation and track O&M documents.
- **Tramway operations services** have access to documents in read-only mode to verify or search for technical information related to the infrastructure.
- **External contractors, design offices, and construction companies** are gradually integrated through specific project activities and customized workflows. This controlled document access streamlines communication while ensuring the security of sensitive information.



"The information is now reliable, accessible, and shared, allowing projects to be better monitored and managed, while adhering to quality, cost, and deadline objectives."

CONCLUSION

With Meridian, SEMITAN now has a structured and reliable document management system to support its infrastructure and public transportation operations projects. The solution has helped break down silos between departments, ensure the reliability of technical information, and streamline communication with internal teams.

Beyond document management, Meridian has contributed to standardizing business practices, strengthening the traceability, and improving the safety of interventions. The positive feedback now opens up new opportunities for developments, particularly the integration of rolling stock and the coordination with other more project-oriented document management services, working in direct connection with construction companies.

SEMITAN has thus taken a significant step in the digitization and management of its technical heritage, enhancing operational performance and the quality of service for Nantes' users.

CONTACT US



Accruent, LLC

www.accruent.com

