



To identify an Organization and to analyze how this Organization uses modern technology to improve efficiency.

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Module code: BMSW4003



**Transport
for London**

BACKGROUND OF THE ORGANIZATION

- Raul Torres - 2115143



Transport
for London

WHAT IS TFL?

- Transport for London (TFL) was created in the year 1999.
- Responsibility of the Mayor
- In charge of The Underground, Overground, Buses between others. (TFL, N/D)
- A board is assigned by the mayor to take care of it's direction and management.
- Founded by 4 main Sources

Source: tfl.co.uk (n/d)

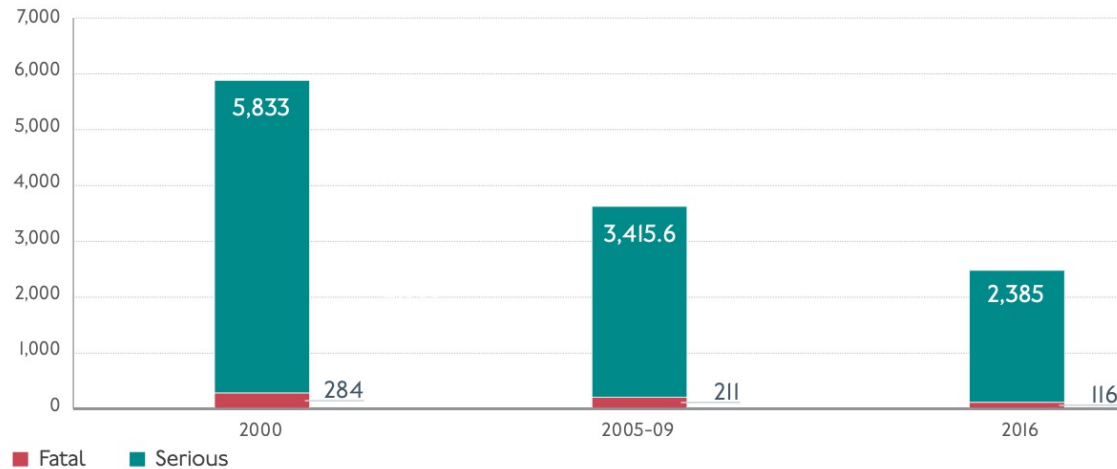
WHAT'S THEIR STRATEGY?



We can deliver my vision for an affordable, accessible and modern transport network. (Khan, 2016)

- Make the streets healthier and safer.

Figure 1: Fatal and serious injury casualties in London



- A better Public transport experience.
- Extending and developing the Rail Network.
- Create more jobs. (Business leader, 2020)
- Build more housing.

Source: tfl.co.uk (n/d))

CURIOSITIES

- The tube was the first Underground Railway in the world opened in 1863
- London Buses have the same Red colour as McDonald's (Mckineel 2019)
- London's traffic lights and Main roads are also Managed by TFL
- The London Underground logo is one of the most recognised and imitated logos in the world.
- The Oyster Card was the first contactless payment introduced in 2003.

Source: tfl.co.uk (n/d)



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THE CHALLENGES BEFORE THE INTRODUCTION OF MODERN TECHNOLOGY

IZABELA TSEKOVA (2116088)

CONTACTLESS PAYMENTS

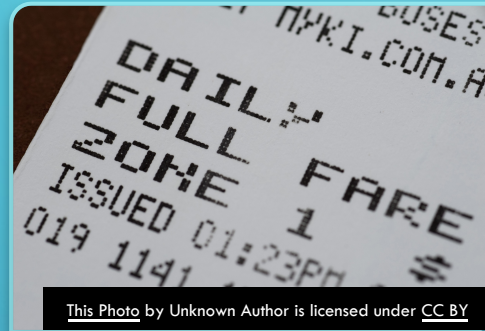
- Credit and debit cards
- Save us much more time
- No direct contact
- If there was no contactless payments in 2021?



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(TFL-16 September 2015)

PAPER WASTAGE



- One time paper ticket to plastic oyster card
- Safer planet



SECURE PAYMENTS

- Security
- Online services



WHY TFL INTRODUCED CONTACTLESS PAYMENT

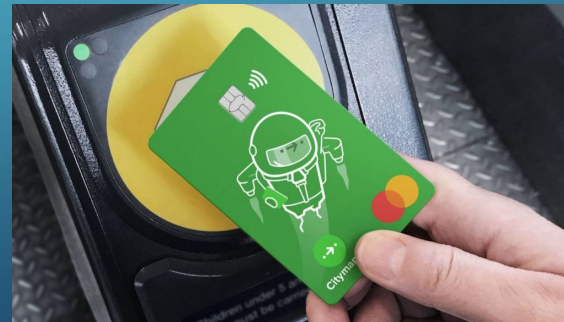
- To reduce human involvement
- To save time
- To stop paper wastage
- To make it more secure

REFERENCES

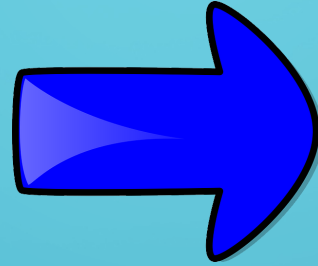
- TFL, 2015, Available at: <https://tfl.gov.uk/info-for/media/press-releases/2015/september/millions-of-londoners-choosing-contactless>
accessed on 16 December 2021

PRAISE ABLA OIGBOCHIE

- Technology TFL Use for contactless Payments.
- Types of contactless Payments
- How the technology works

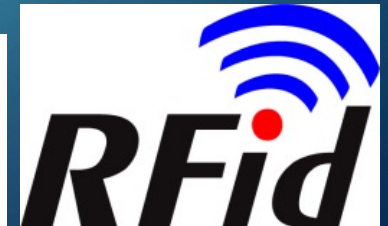
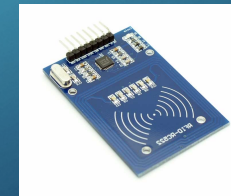


FROM CASH TO OYSTER CARDS



Cashless Payments Oyster Cards

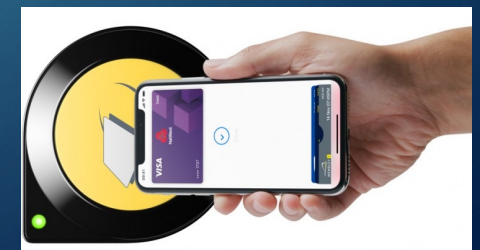
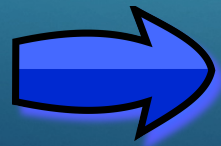
- Cash was a form of payment replaced by Oyster cards.
- Instead of Cash, We prepay money into our Oyster Card.
- Oyster Card is then used to pay for transport tickets.
- Oyster Card use RFID technology



CONTACTLESS CARDS & MOBILE PAYMENTS

TFL teaming up with other organizations

- NFC technology in Transport for London.
- NFC stands for (Near Field Communication)
- Near Field Communications enabled payments with our Bank cards and Smartphones.



Card Clash

Modern technology makes our life more convenient but can also come with its problems Example:-

- Been charged double for your fare
- Ticket gate not able to open due to card clash
- The card reader taking money from the wrong card
- But they can all be prevented with simple steps.



BROADER RANGE OF SERVICE

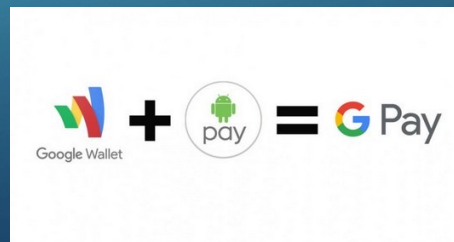
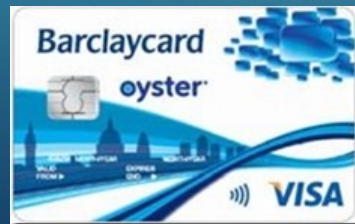
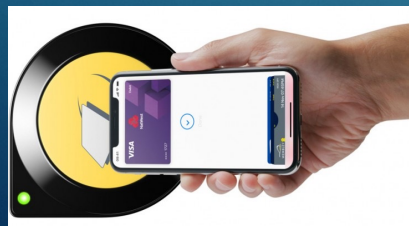
TFL Contactless Modern technology provides a broader range of services With More Payment Options:-

1, Oyster Card Provided by TFL

2, Contactless Cards Provided by the Banks, Visa and Master cards

3, Mobile Payments:-

- **Apple Pay**
- **Barclaycard contactless payments**
- **Google Pay**
- **Samsung Pay**



Contactless Symbol

Conclusion

Contactless transactions are fast, convenient, effortless to use and flexibly for consumers. Providing us with more options to choose which method we want to pay for our ticket or even having an alternative. For example, if we forget to top up our Oyster card, we can use contactless cards or mobile payment options. All this technology helps reduce travel time by helping to eliminate users having to queue up in line to buy tickets or checkout, making the whole process more efficient.

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•The impact of the technology introduced in TFL

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- Digital skills and Research
- Methods–BMSW4003
- Groups presentation
- 12/2021



Transport for London

THE IMPACT OF THE TECHNOLOGY INTRODUCED IN



- The technology enabled the jobs to add appeal which increased the employee engagement as now there was something to look forward to
- The technological placement paved way for ease of job which

THE IMPACT OF THE TECHNOLOGY INTRODUCED



- ▶ Management of the employees became easier as the data collected from the employee's behavior can inform the business of new ways to manage them to motivate and retain them
- ▶ The technology also enabled the workers to gain speed

CONCLUSION

- It is concluded from the discussion above that the use of technology is essential nowadays for employee retention as technology can itself be used with staff or without. The impact on of the technology was reaped shortly after however the future seems to have a lot in the store as the mayor of London has announced complete imagination and development of an

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QUESTION?



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THANK YOU ALL FOR LISTENING.

NOTE FOR SIDE 2 LECTURER VIEWING

- The modern technology introduced in TFL proved to be useful as the employee retention for the company improved after the implementation of the technology. It generated databases consisting of employee patterns and behaviour's, which allowed the organisation to effectively increase its retention rate as well as its profitability. As TFL finally started to generate income which made up 30% of its funding as the rest of it used to come from the national treasury until 2018 (Buck, 2017). The company had finally started to gain efficiency thanks to the strategies that were developed considering the contemporary issues which had enabled the organization to save itself from a further decrease in its value. The organization now provides individuals who can work remotely to take their work home during the pandemic allowing the employees to gain the trust of the company. This is because

NOTE FOR SLIDE 3 LECTURER VIEWING

- TFL had taken upon itself to not overwork the employees as the employee's work quality decreases when they are overworked.
- Since the aim of the mayor of London is to improve the quality of the experience of the traveler it is essential to manage the quality of the output by the workforce (Maynard et al., 2021). The use of technology also added to the respect and regard for the department as it is working effectively and closely with the police, which turns the employee image into a positive one increasing the employability appeal. With an increment in savings, the business has been able to