

User-friendly Optimisation - challenges in making products for railways and undergrounds

Making people with weak theoretical background become users of sophisticated optimisation models to solve their daily problems is one of the most important challenges that SISCOG had to face in building software products for railways and undergrounds during the last 20 years.

We explain how this challenge was faced in the design of CREWS and how it became a key success factor in the development of a product that is being used by many planners in several European countries to successfully optimise the work of train drivers and guards from long term planning to real-time dispatching.

We also explain how organizational aspects and the outside world (universities, customers, etc.) influenced this process.