

Travel & Transportation

Helping London travel **quickly** **and safely**

Metroline

When storage bottlenecks started to put the brakes on the performance of its key business systems, leading bus operator Metroline refreshed its environment with Lenovo ThinkSystem DM5100F all-NVMe flash storage. The new solution accelerates key workloads by up to 66%, enabling employees to focus on service excellence.



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Who is Metroline?

A wholly owned subsidiary of ComfortDelGro, Metroline is a leading passenger transport company. In the UK, Metroline aims to become the best bus company in London. The company operates a fleet of 1,520 buses—including over 700 hybrid buses, 160 all-electric buses, and 20 hydrogen buses—and carries over one million people across London every day.

Metroline

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The Challenge

Following the privatisation of London's bus system in the early 1990s, Metroline has grown its business significantly. As the company expanded organically and through acquisition, it incorporated SATA storage systems from multiple vendors into its data center estate.

The company's heterogeneous storage infrastructure was essential to support its mission-critical business systems. However, the legacy environment began to cause significant performance issues for end users.

“We run a wide range of software—from back-office applications for payroll, HR, and crew rostering to operational systems for scheduling and fleet tracking. As our storage systems aged, key workloads were taking longer and longer. For example, one ERP report took up to 18 hours to run, making it a struggle to close our books in a timely manner at the end of the month.”

Gary Stephens

Group Technology Director, Metroline



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“It’s crucial for us to release new bus schedules within strict deadlines, but our legacy storage was also causing performance issues with our scheduling application—increasing the risk of publication delays. To solve these challenges, we decided to refresh our storage landscape.”

Gary Stephens

Group Technology Director, Metroline

Eliminating bottlenecks with low-latency performance

To replace its legacy disk storage systems, Metroline selected Lenovo ThinkSystem DM5100F—an all-NVMe flash storage system that combines high performance and capacity with simple management and high availability.

“Initially, we considered splitting our data into SATA and flash tiers—but Lenovo offered such competitive pricing that we could move directly to an all-flash solution,” says Stephens. “The Lenovo solution offers excellent performance. The new storage is so fast and efficient that it essentially eliminates the previous bottlenecks—helping us deliver better experiences for our end users.”

Hardware

Lenovo ThinkSystem DM5100F

Services

Lenovo Hardware Installation Services

Lenovo Enterprise Server Software Support

Lenovo Workshop Services



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“In the past, even basic server operations were a tough challenge—and one of our servers took almost an hour to restart. After we switched to the Lenovo solution, an IT team member reset the server three times in a row; it was coming back up so fast, he thought something must have gone wrong with the reboot!”

Gary Stephens

Group Technology Director, Metroline

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Results

With Lenovo ThinkSystem DM5100F, Metroline has resolved its storage latency issues—empowering its teams to focus on delivering safe, reliable, and sustainable transport to communities across London.

“We can now restart our servers within minutes—96% faster than before,” continues Stephens. “It’s not just our IT team that’s noticing the difference. In our payroll department, one workload that used to take 4.5 hours to complete now runs in just 1.5 hours—66% faster. Our end users can spend more time on value-added activities, which helps us drive toward our goal of becoming London’s best bus company.”

- ✓ Eliminates storage bottlenecks
- ✓ Up to 96% faster server maintenance
- ✓ Up to 66% higher application performance



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“The Lenovo solution has made an astonishing difference to our end users. By accelerating key workloads, we’re helping employees to spend more time on value-added activities. We’re also fostering greater engagement between IT and the business, because they now see us as an enabler.”

Gary Stephens

Group Technology Director, Metroline

Why **Lenovo**?

Stephens comments: “I have used Lenovo in my previous role leading UK Rail IT modernisation programs.”

He adds: “Our engineers also said they were particularly impressed with the build quality of Lenovo solutions—these are clearly enterprise-class systems.”

Following an in-depth proof-of-concept exercise, Metroline determined the all-flash solution would remove its storage bottlenecks. “Lenovo provided us with demo equipment, which we tried out over a period of several months,” continues Stephens. “In IT, it can sometimes be a challenge to get a solution to do what you expect it to. But with Lenovo, we knew exactly what we were getting—Lenovo ThinkSystem DM5100F delivered exactly what we wanted.”



How can businesses speed up vital applications?

Metroline eliminates bottlenecks with Lenovo ThinkSystem DM5100F all-NVMe flash storage, accelerating key workloads by up to 66%.

[Explore Lenovo Storage Solutions](#)