



Driving Microsoft Fabric Consumption at Trainline with Expected Growth to F16 Capacity

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Company Details:

Company: Trainline

Industry: Travel / rail technology / ticketing reseller

Organisation Size: Approx. 1,000 employees across Europe

Size of Opportunity:

- Microsoft Fabric project now running on F8 capacity, with expected growth to F16 within 12 months.
- **\$12.5k ACR ACV**

(increasing to \$25k ACR ACV)

Products and Services:

- Microsoft Fabric
- Power BI

Compete Scenario

- Qlik



Customer Background

Trainline came to BCN through an inbound website lead.

They had an existing estate of Tableau reports that were underperforming and no longer gave the business the reporting capability it needed.

They were considering Power BI or Qlik. After discovery, BCN identified that Power BI alone would not be enough because of the number of systems involved and the level of data transformation required.

BCN positioned Microsoft Fabric as the right data platform, with Power BI used as the reporting layer.



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Challenges/Solutions

- Trainline needed to track office attendance against internal KPIs across the business.
- Their data sat across Kadence and HiBob and needed to be ingested, transformed and reported on clearly for executives, departments, managers and individuals.
- The solution also needed to meet a fixed board-level deadline, with go-live required by the first week of June.

Solutions

- BCN sold and is delivering a Microsoft Fabric project to bring Kadence and HiBob data into Fabric twice a day.
- BCN is transforming the data in Fabric and building Power BI dashboards on top.
- The dashboards will give Trainline clear reporting views across the business. BCN is also building a Power BI “plan view”, allowing employees to see how office attendance, holidays or working patterns impact their quarterly KPI.
- Automation triggers are also being built in to alert users or managers when action may be needed
- **For Microsoft, this creates a clear Fabric landing point inside Trainline and moves the client away from a competitor reporting environment.**

Outcomes

- This win is already driving Microsoft Fabric consumption, with Trainline now on **F8 capacity**. It also creates wider Power BI usage across the business, with dashboards designed for around 1,000 employees across Europe.
- The solution will help Trainline:
 - Replace underperforming Tableau reporting with a Microsoft-led data platform.
 - Use Fabric for data ingestion and transformation.
 - Use Power BI for business-wide reporting.
 - Give employees and managers clearer KPI visibility.
 - Create a scalable foundation for future Microsoft data opportunities

Future Plans

- Phase one has been successfully delivered and is now supported by BCN as a managed support service.
- Trainline is currently on F8 Fabric capacity, with **expected growth to F16 within 12 months (increasing to \$25k ACR ACV)**
- The next phase is already progressing, with an order out for signature utilising **MCI Data Platform Funding**
- BCN expects future opportunities to explore additional data sources, wider Fabric usage and further reporting use cases.