NERTUS: Renfe and Siemens leading the way in service innovation, is an interactive case study which tells the story of the joint-venture between Renfe and Siemens in the train maintenance sector. Through the use of videos it details the history of the company and describes how the maintenance process works.

The case is separated into three main sections:

- Video interviews with company managers
- The maintenance process
- Virtual tour of the maintenance facility
After watching the video interviews with NERTUS managers in the first section, in the second section students can study the process diagrams with regard the maintenance service. For each stage in the process, a short video with the employee responsible for that activity provides specific details.
The virtual tour of the Santa Catalina maintenance facility in Madrid provides an invaluable look at the different areas of the plant through both standard photos with text descriptions, as well as 360º photos.