

Using **mobile devices** in public transportation

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Areas of constant improvement

- Safety of passengers and staff**

- Reliability, accessibility and continuity of transport**

- Quality of service through customer information & comfort**

- Better integration in the city (go beyond the origin-destination concept)**

To achieve this, employees need to

- Be reached and be mobile**

- Make informed decisions**

- Efficiently complete tasks**

That means, in terms of functional needs

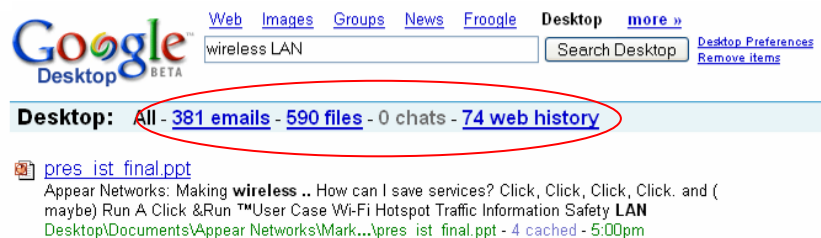
- On the move, improve access to relevant information & reporting**

- Improve crisis management (accidents, traffic disruption, security issues, etc.)**

- Improve communication with control centres and other employees**

Solution: mobile communicating tool & context-awareness

Too much Information



Information Headache?

Wireless broadband is overwhelming for mobile users

- Too much information
- Too cumbersome to surf & search
- Too much administration

Painkiller

Information push and data filtering are required

- Pushing relevant data to the right users
- Easy to use graphical user interface
- Simplified and centralized service administration

Information Filtering

Information push means new constraints on information filtering

- Only the right data should be pushed
- Relevance of information is highly dependant on the workers' situation
 - Time
 - Location
 - Role
 - Type of device
 - Bandwidth available
 - ...

Context Engine

An extra layer of computing intelligence is required in order to deliver an effective solution for mobile workers:

Context-Aware Services



Security Workspot

- › access to video-cameras
- › silent alert & positioning
- › VoIP

Customer Care Workspot

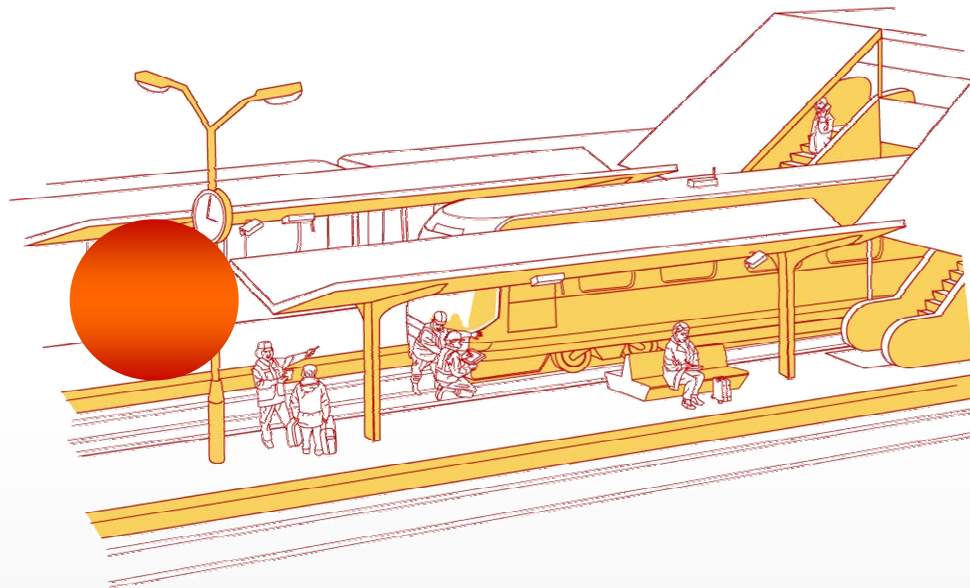
- › access to traffic information
- › interconnection information
- › ticket issuing & control

Maintenance Workspot

- › task notification
- › access to diagrams
- › collaboration tools

Public Hotspot

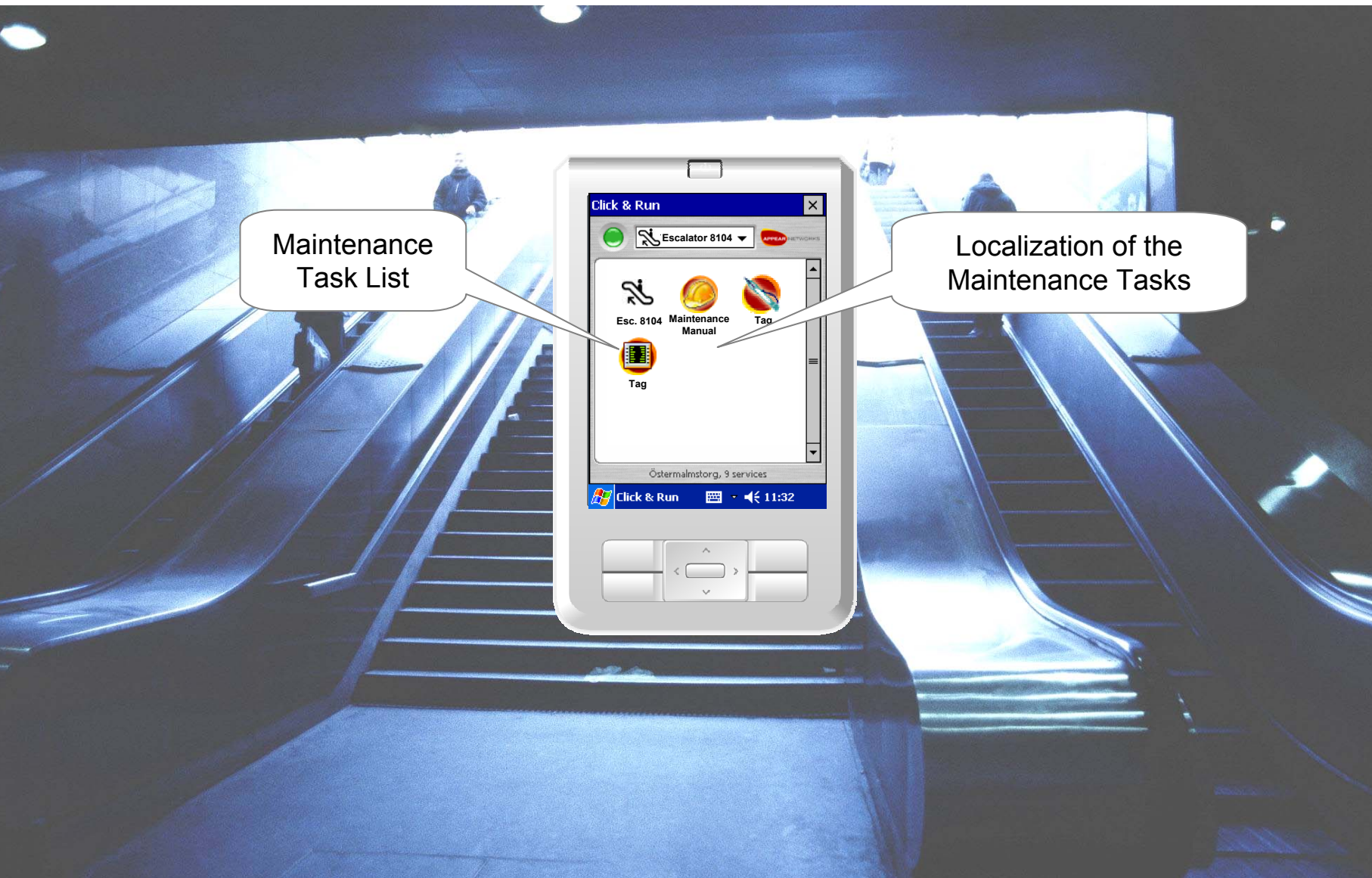
- › location-based services
- › ad-push
- › VoIP



Delivering a Multi-Task Toolbox



Maintenance – multi-task toolbox



Maintenance Task List

Localization of the Maintenance Tasks

Maintenance – multi-task toolbox

Maintenance
History for Escalator 8104

Software Interface for
Escalator 8104

Leave a Tag

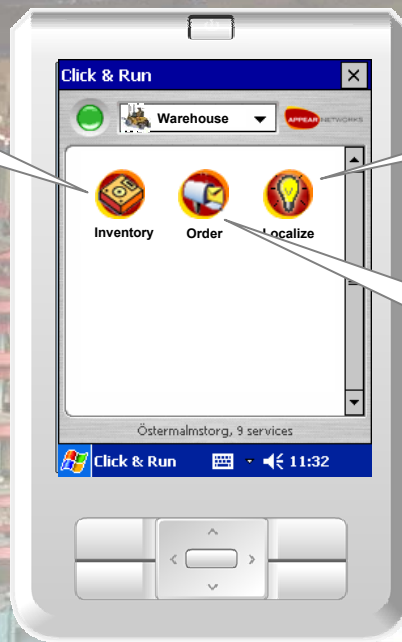
Maintenance Manual and
Drawings for Escalator 8104



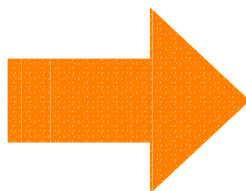
Maintenance – multi-task toolbox

Access the Inventory Database

Localize a spare part in the warehouse



Order a part












Stationary User

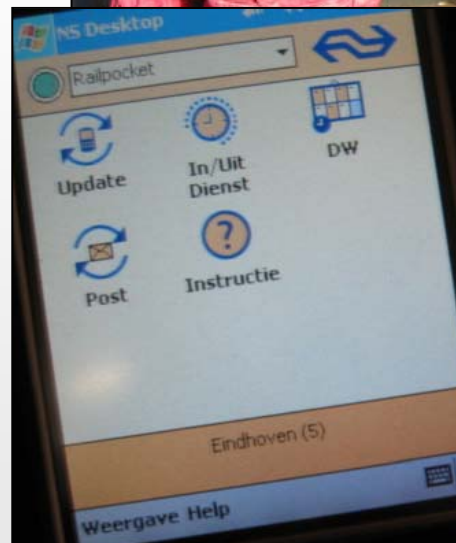
- desktop / laptop
- always connected
- updated central data on server

Mobile User

- PDA, tabletPC, phone
- occasionnally connected
- obsolete local data on devices

Context-aware & Real-time access to traffic information

	Railpocket
	Update
	E-Mail
	Check In/Out
	Schedule
	Print Roster
	Billing Status
	Instructions
	Emergency Procedure



12,000
mobile
devices

Surveillance of automated lines

Legacy video surveillance system

Wi-Fi network

Alerts generated by:

- > Sensors (ex: automatic doors)
- > Humans (staff, public)

Goal: Improve security and safety

Gather alerts

Optimize dispatching

Optimize intervention



The impact of a wireless broadband deployment on your bottom-line depends on

4 Golden Rules

- 1 Focus on workforce efficiency before looking at new possible public user revenues: **cost savings today are better than revenues tomorrow!**
- 2 Manage IT cost by selecting a solution that has an impact on the total cost of ownership of your fleet of mobile devices: **watch the TCO.**
- 3 Retain flexibility / adaptability by using open standard solutions that can work with **multiple IP networks and heterogeneous device fleets.**
- 4 Focus on employee compliance and customer satisfaction by adopting solutions with high ergonomics: **no usage, no impact!**

Thank you!

Questions

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