

# Incident and Crisis Management Control centre solution for railways

Increased situational awareness  
Clear identification of responsibilities  
Streamlined information distribution

Public Transport

**FREQUENTIS**  
FOR A SAFER WORLD

# Successful incident management through centralisation, cooperation and speed

Modern day railway operators demand highly reliable, punctual and safe train services. Any deviation caused by an incident presents challenges to regular operations and reacting incorrectly can result in service disruptions. A modern incident management system must mitigate this risk, facilitating prompt service restoration while adhering to relevant rules and regulations.

## Key success factors in incident situations

### Enhanced incident handling

Support the decision making process to restore regular train services faster.

### Common situational awareness

Distribute incident knowledge efficiently, providing all stakeholders with relevant information.

### Reduced workload

Support the incident operator in shifting workload and delegating tasks.

### Paperless workflows and optimised documentation

Centralise and synergise the information flow.



### Transparent information

Satisfy the information needs of all parties involved and enhance customer satisfaction.

### Safety management system compliance

Document key performance indicators according to directive 2004/49/EC.

### Support for organisational changes

Accessible customisation of system configuration.

### Lawful recording

Archive incident documentation in one comprehensive case file.

## Towards centralised operations

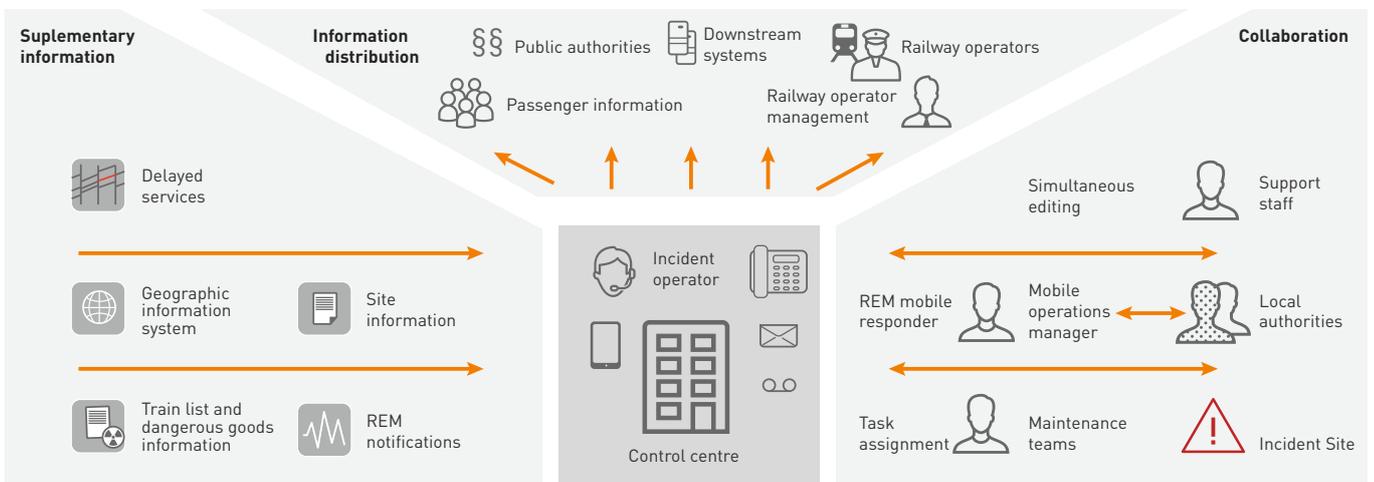
The ongoing shift from decentralised to centralised operations requires a holistic solution tailor-made to the needs of railway operators that connects all

relevant stakeholders and streamlines their incident management workflow.

# Supporting the operator during incident resolution

The Frequentis Incident and Crisis Management solution is a combined information, alerting and recording tool for the operational management of incidents and emergencies. Based on the Railway Emergency Management (REM) product suite, this solution leads the operator through incidents and emergencies, instantly identifying internal and external stakeholders, automating and streamlining the communication process, while also logging every activity to satisfy legal requirements.

## Collaboration and decision ecosystem



## Efficient and effective incident handling

The Incident and Crisis Management solution introduces a resolution workflow based on incident time, location and classification in order to allow operators in the control centre and staff onsite to

efficiently handle planned events, operational and technical incidents, as well as emergency and crisis situations.

### Decision support

Irrespective of the distance to the incident site or the operator's familiarity with local conditions, the Incident and Crisis Management solution provides critical information to support the incident operator's decision making process.

### Communication support

Accelerate and streamline communication with all parties involved. The system reduces the communication overhead, ensures unambiguous customer information and avoids redundant or manual data entry.

### Documentation support

The Incident and Crisis Management solution creates one comprehensive case file for each incident. All relevant data can be retrieved for post-incident investigation, auditing, and legal proceedings. It provides valuable indicators for a continuous improvement process.

# A trusted solution

From supporting centralised and decentralised incident management structures to ensuring safety management system compliant handling, documentation and reporting of incidents, the Incident and Crisis Management solution is the right choice for any railway company looking for a cost-effective tool that can be deployed within a short timeframe.

## ÖBB, Austria

As part of ÖBB's strategic program to centralise 57 operational locations into five regional and one central control centre, Frequentis delivered a solution that streamlines roles, responsibilities and communication within a larger control area, processes changes to the operational incident management procedure, while also taking into account local characteristics and know-how. Staffed by over 1,500 users, the solution addresses the needs of crisis situations and operational, infrastructure and security incidents, while satisfying reporting requirements to the ERA. It is fully integrated with control centre communication and legacy systems.

## Major Rail Network, APAC

Our customer - a major suburban passenger rail network in the Asia-Pacific region - was looking to establish a state-of-art rail operations centre and centralise operations by aligning functional roles, systems and processes. The Frequentis Incident and Crisis Management solution supports faster communication of accurate, consistent and timely information to all relevant parties, including updates on service disruptions and restoration. Beyond implementing optimised business processes for incident management, the solution supports access to notification sources, as well as an incident reporting application for mobile devices.

## CFL, Luxembourg

Frequentis implemented its solution at Chemins de Fer Luxembourgeois in order to enhance CFL's safety management processes. In addition to handling incidents with operational impact, smart interfaces to operating, dispatching and controlling systems enable efficient management of incidents related to infrastructure assets. The solution has proven to reliably help incident managers to re-establish the operational functionality during infrastructure failures by allowing them to efficiently coordinate maintenance crews and related tasks according to defined responsibilities.

## Incident and Crisis Management product portfolio

- REM EMC – incident management client
- REM DMC – data management client
- REM application server and database
- REM Mobile application
- REM Web Portal
- Consulting and project management services
- Training services for users, administrators and trainers

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