Operations Communication Manager
A smart solution for railway operators

Unified communications and control
Flexible user interface customised for specific needs and roles
Hardware agnostic, smart client architecture

Public Transport

FREQUENTIS
FOR A SAFER WORLD

Gaining a centralised point of control with a unified dispatcher interface

Railway operations are evolving – for the better. To excel in today's world, where efficiency, safety and openness are paramount, rail controllers need to be able to communicate with numerous stakeholders across different networks and technologies and make decisions effectively. This is where Frequentis solutions come in, offering a unified dispatcher interface that unlocks greater flexibility and agility to meet the challenges that railway control centres typically face.

Challenges in today's railway control centres

Distributed locations
Serve multiple geographically dispersed railway stations.

Various roles
Support a range of stakeholders, with different needs and responsibilities.

Integration
Continue to drive value from existing infrastructure investments.

Automation
Unify information sources to support human decisions.

Safety
Ensure redundancy for safety-relevant communications.

Ease of use
Provide tools for maximum operational efficiency.

Railways around the world are leaving decentralised ways of working behind, moving toward consolidated control centres rather than relying on individual controllers at local train stations and signal boxes.

Railway controllers need to be able to cooperate with train drivers, conductors, shunting, maintenance and other operational personnel. Up-to-date operational data supports this cooperation, enabling railway controllers to seamlessly and efficiently manage operational resources, make better informed decisions, and communicate more precisely in every situation.

To achieve the required standardisation and centralisation, railway operators must overcome a few common challenges – find solutions that meet the needs of various current and future roles within the organisation, integrate with existing ecosystems, are ready for future add-ons, and can be implemented with minimal disruption to live systems.

Frequentis can help to overcome these obstacles by providing a web-based smart client with centralised services for railway controllers, offering seamless integration with COTS hardware and software components.

Operations Communication Manager: Revolutionising the working position

With the Operations Communication Manager (OCM), Frequentis delivers the tools to support a next-generation working position for railway controllers. OCM unifies communications within a single Frequentis Audio Hub, connected to COTS PCs, thin-clients or all-in-one touch PCs for a role-specific user interface.

Operations Communication Manager offers
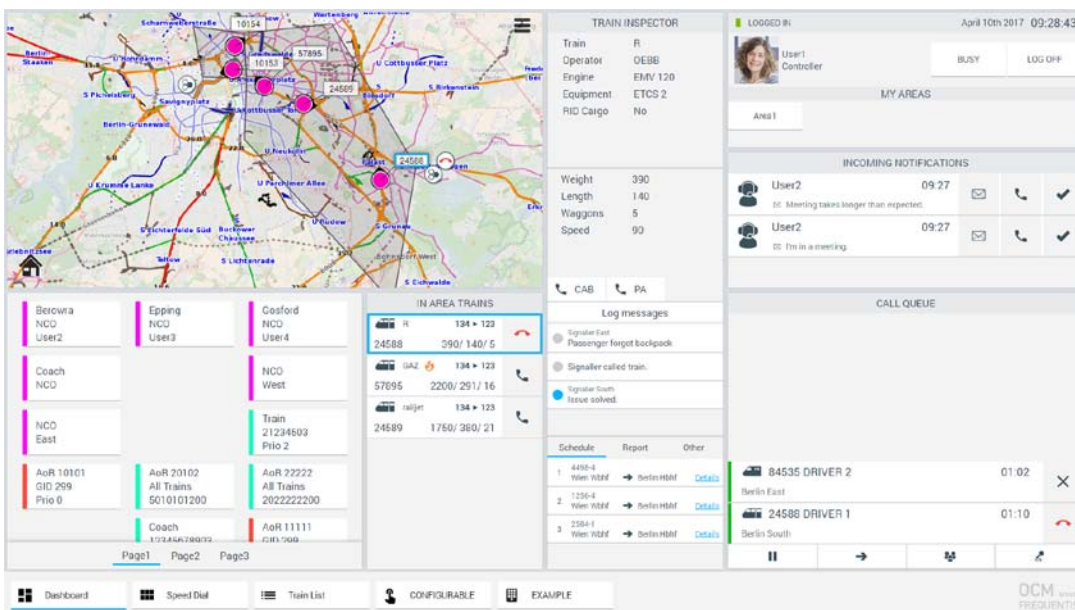
Service-oriented architecture
Decoupled independent software services enable incremental modifications for greater agility without impacting existing functionality.

Client-user virtualisation
Separation of data and voice communications enhanced with a hardware agnostic architecture ensures a highly flexible lifecycle, even with COTS components.

Custom-made scalability
Choose from the OCM Smart, with a user interface optimised for 15″ to 17″ devices, and the OCM Plus, for 21″+ monitors, tailoring the solution to the demands on your control centre.

Keeping risk minimal, during and after implementation

For existing Frequentis DICORA users, take advantage of the planned two-step migration path to OCM, enabling you to embrace innovation without disrupting customer services. First, phase in the latest DICORA terminals, before migrating to the OCM software – and minimise training effort by retaining the same basic GUI logic. Once the solution is in place, take advantage of redundant network connections, as well as reliable and high-quality audio connections to ensure that no critical communications slip through the cracks.

On track for smooth railway operations

Break down the silos of applications from different suppliers in railway operations to enable new levels of efficiency, safety and service continuity. By aggregating all relevant information that controllers need to ensure smooth railway operations within a single user interface, the Operations Communication Manager can help you overcome incidents and get processes back to normal as soon as possible.

Ready for anything

Armed with a flexible, intuitive and easy-to-use GUI that can be customised with widgets specific to each role, railway operators have all information they need at their fingertips. They can activate context-sensitive functions through a long key press, and the system offers predictive input based on historical usage.

React faster

Leverage state-of-the-art communication methods, such as audio and instant messaging, with options to connect headsets, hands-free, loudspeakers, and call recording. Pull in information from traffic management and train controller systems combined with location information to support better decision-making at higher speed when a call comes in.

Next-level visibility

With OCM Plus, gain instant location-dependent insights into who and where calls come from, where trains are travelling to and what they are carrying. OCM Plus also enables you to integrate web-based third-party services such as CCTV feeds, intranet webpages or social media applications for unprecedented visibility.

Benefit highlights

→ Support multiple working positions
→ Provide operators with relevant data
→ Enable easy communication

→ React to incidents with greater speed and accuracy
→ Boost efficiency across your organisation
→ Protect passengers, cargo and your bottom line

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