

Product brief: REM

Railway incident management

Frequentis' REM is a software product that lets both onsite and offsite staff efficiently handle railway-related operational and technical incidents, crisis situations and emergencies in a way that satisfies operational and safety management requirements. For a railway company looking for a cost-effective incident management system which is deployable within a short timeframe, this product is the perfect starting point for creating a tailored solution.

Key features

Dealing with dynamic nature of incidents

When an incident occurs, REM navigates the operator through the resolution process using a category-driven dynamic workflow. Responsible stakeholders are determined immediately, triggering defined communication and alerting procedures. REM's dynamic workflow adapts as events unfold, while additional data – such as train composition, hazardous goods information or impact on the daily working timetable – are displayed when needed based on the incident situation.

Time-critical incident processing

The optimised REM interface gives users a quick overview of the situation, while intuitive handling and unambiguous feedback ensure safe and secure processing of incidents, even in stressful emergency situations. Additionally, the operator can shift workload to support staff members by taking advantage of REM's simultaneous editing capabilities.

Streamlined incident communication

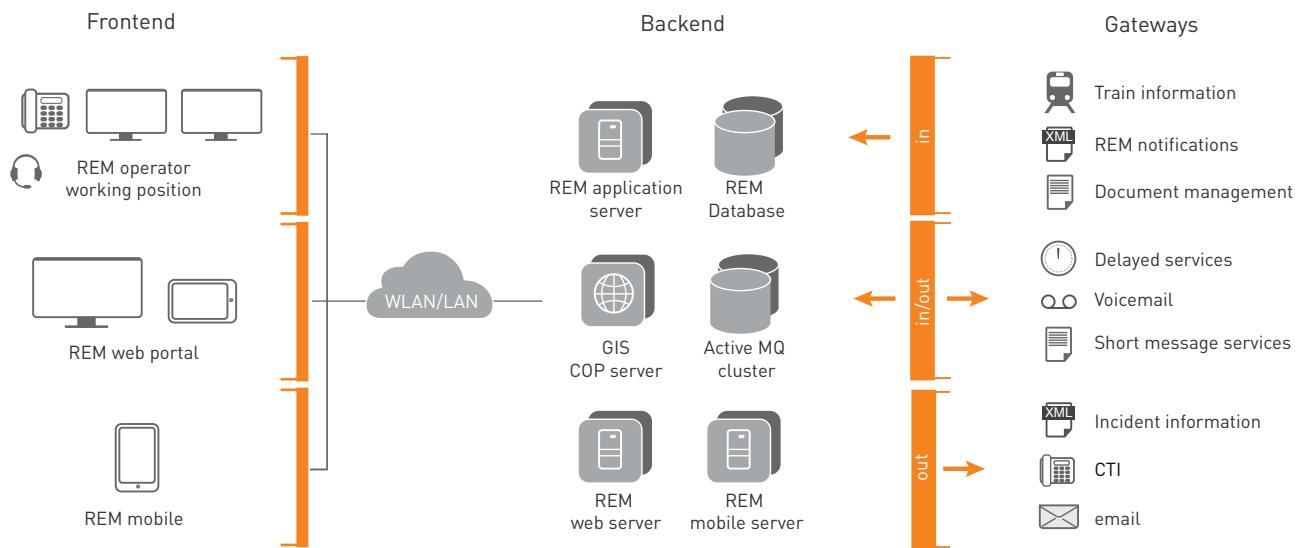
REM takes advantage of digital telephony, voicemail or other communication services to offer a variety of integration options. The correct target audience is determined by REM's responsibility model, which takes the location, occurrence time and category into account. Similarly, REM publishes incident data to be



REM at a glance

- REM enables efficient operational incident management at ~1000 stations and more than 6400 kilometres of railway tracks worldwide
- It is integrated with the communication infrastructure and operational systems of various regional and centralised rail control centres
- Implementation supports a number of industry standards, including ECMA 323 (CSTA Phase III), UIC 407-1, and SIRI 2.0 (CEN norm)
- Supports Railway Safety Management according to EU directive 2004/49/EC.

further processed by other operational systems, such as customer information management systems or mobile applications.



Benefits

Easy integration and flexibility

REM's scalable architecture is particularly well suited for integration with an existing ICT environment thanks to its service-oriented architecture and standardised system interfaces.

Effective incident management

REM manages and distributes safety information automatically, while also guiding incident

management staff to boost their handling confidence, especially in critical situations.

Single source of truth

REM collects and provides data for risk assessment, internal auditing and continuous improvement processes, providing one single lawful recording comprising all incident-related activities and communication in one dedicated case file.

REM: Technical aspects

| | Standard system | Optional extension |
|---|---|---|
| Supported server operating systems | Redhat Enterprise / comparable Linux | |
| Supported middleware | Apache Active MQ | Adaptable |
| Supported databases | Oracle, MS SQL | Adaptable |
| Supported web browsers | Internet Explorer 10+, Chrome, Firefox | |
| Computer telephony integration | CTI Module ECMA 323 [CSTA III Ed.6] | Extended integration with FTS 3020 |
| Supported communication interface | Email, 1- & 2-way SMS and Voicemail | Adaptable |
| Supported client operating systems | MS Windows | iOS ≥11, Android 6.0+ |
| Integration in existing user admin | ActiveDirectory/ LDAP | Adaptable |
| GIS integration | Integrated GIS viewer | Standalone OpenLayers 3 GIS-based COP module |
| Data exchange standards | UIC 407-1 for train operations data SIRI SX 2.0 (CEN/TS 15531) | |