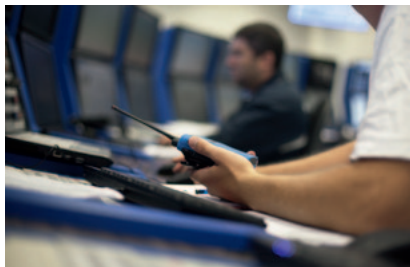


Outmanœuvre ambiguity: Navigating the control room impacts of COVID-19



Civil aviation

COVID-19 knocked the industry off balance. Frequentis is supporting the industry in the restart by facilitating information sharing and exchange following ICAO recommendations.

Defence

During a pandemic, business continuity is key. Frequentis defence solutions provide the proven flexibility and reliability the market requires at all times.

Public safety

In crisis situations control rooms may run short of resources. Frequentis assists organisations in changing the way workload is distributed across operators.

Public transport

Incident and crisis management is at the core of the Frequentis Public Transport business. Put to the test of the COVID-19 pandemic, the Frequentis solutions proved their resilience.

Maritime

COVID-19 has resulted in unprecedented disruption to maritime services. Immediately after the outbreak, Frequentis delivered a remote operation system for maritime control centres that offers maximum flexibility and safety.

Is your Control Room still operating in the same way?

COVID-19 forced a global reset, leading to an economic shutdown in most countries and knocking companies off balance. Typically, utilisation of control rooms changed, and workloads shifted or had to be adapted. Most probably, you had to rebalance for risk and liquidity, while assessing opportunities to overcome the downturn. As a result, your priorities and goals, investment plans and innovation strategies might have been affected.

Adopting to a new business reality

Responding to the pandemic has underscored the need for leaders to accelerate the adoption of agile and more effective ways of working. More than ever, current and future viability depend on swift decisions, including actions for stability and strategic moves that will create new future possibilities for your organisation after the COVID-19 pandemic.

With this new awakening will come the realisation that “we have always managed Control Rooms like this” will no longer be enough. Now is the time to challenge ideas and practices that might be obsolete or even detrimental to your progress. Are you ready for a change?

Focus on productivity

Frequentis has observed the Japanese Kaizen lean management philosophy for many years. Kaizen literally translates as ‘continuous (kai) improvement (zen)’ and was first applied in Japanese automobile production. It helped Japan’s industry to rise quickly and become cost and quality market leader in post-war times. As the only worldwide specialist provider in its field, Frequentis Control Room consulting has transferred the proven Kaizen principle to safety-critical environments. The Frequentis Control Room Consulting team has assisted numerous companies around the globe in improving their productivity and raising their efficiency.

Frequentis Control Room Consulting is a dedicated consultancy department within Frequentis that focuses on increasing operational performance and improving cost efficiency in safety-critical environments. The Control Room Consulting team has more than 25 years of experience in human-machine interaction and joint cognitive systems. It comprises experts in process analytics, psychology, and workplace and user experience design.

The benefits of working with Frequentis:

- Benchmarking within and across domains
- Continuous measurable improvement of KPIs by up to 80% in proven customer projects
- Transition support reduces the need for post-launch rework by up to 25%
- Seamless system transition during live operations
- Support the global and regional harmonisation of procedures
- Cross-domain knowledge of safety-critical environments
- Reduce development time by up to 50%
- Low initial investment: operational value stream analysis and audit starting from two working weeks



Keep pace with increasing performance targets

Every safety-critical control room has the same demands: surveillance, workflow support and communications. These three are the cornerstones for advanced situational awareness, decision support and optimised workflow-driven communication.

Frequentis aware® is a toolbox based on the Kaizen principle. It introduces best-of-breed methods to improve control room productivity by doing the right things in the right way.

The starting point is an information stream analysis to visualise end-to-end processes, evaluate performance and identify improvements in the organisation's value chain.

Frequentis offers a target-oriented operational-value and information stream analysis followed by an audit. The focus is set on continuously taking small steps leading to improvements.

With Frequentis' support, organisations can reassess their operational objectives, adapt to change and identify possible innovations. They can adjust processes within the organisation to better support the KPI weightings or even reorder planned investments to get best value for money.

The COVID-19 pandemic with its global reset highlighted the need for more agile and effective ways of working. With its focus on productivity, the underlying assumptions of Frequentis aware® are absolutely in line with this requirement and the rapidly evolving needs of our time.

For all enquiries please contact us at consulting@frequentis.com

FREQUENTIS

FREQUENTIS AG
 Innovationsstraße 1
 1100 Vienna, Austria
 Tel: +43-1-811 50-0
www.frequentis.com

The information contained in this publication is for general information purposes only. The technical specifications and requirements are correct at the time of publication. Frequentis accepts no liability for any error or omission. Typing and printing errors reserved. The information in this publication may not be used without the express written permission of the copyright holder.