Keinform+™ upgrades Chiltern Railways' Customer Information System.

The Challenge

To improve the quality of service and efficiency of its operations, Chiltern Railways required an upgrade of its Customer Information System at its control centre.

The client required a system that was flexible, innovative, informative and cost effective as well as being simple to use.

The Solution

As a result of its experience at the forefront of the development of real-time and enhanced systems incorporating the full Darwin data from NRE, KeTech and its Keinform+™ product was selected for deployment across the Chiltern network. Keinform+™ is an App based control interface which allows for the full integration of the existing Customer Information System with the LLPA system. This allows the system to be fully integrated for both PA and displays in order to provide the audio and visual clarity that Chiltern Railways requires.

KeTech worked closely and collaboratively with multiple stakeholders at Chiltern Railways to design and develop an innovative Customer Information System with architecture that could be fully accommodated across their full station network.

As the leading provider of enhanced products with a full Darwin feed, KeTech was also able to offer a further augmented customer experience by delivering a product that delivers accurate, feature-rich, real-time and enhances travel information to the customer from the moment they arrive at the station until the train departs. This full automation provides Chiltern Railways with even further efficiency by allowing Operators to monitor PA announcements and Display messages at one or more stations across the network, edit messages, record new announcements, schedule broadcasts and pre-program volume levels for selected messages and times of announcements on a station by station basis.

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The Keinform+™ control room system installation features a user interface, which was uniquely designed in collaboration with Chiltern Railways, to ensure that the system is incredibly intuitive and easy to use. It supplies the most relevant tools and also provides a full manual mode for local control of displays as required by the Operator.

The Outcome

Chiltern's Keinform+™ system provides lightning fast and accurate full station information support to customers, providing real-time station information, car park space information, live departures and arrivals, next train information, delays and disruptions, and platform information.

The new user interface is quick and easy to operate and incredibly intuitive to use at all levels. Operators are able to monitor PA announcements and display messages at individual or multiple stations across the network, edit messages, record new announcements, schedule broadcasts and pre-programme volume levels for selected messages and times of announcements on a station-by-station basis.

The system was successfully installed across the entire Chiltern Railways network, integrating seamlessly with existing hardware and it continues to provide dynamic, real-time and enhanced information to customers using Chiltern's services.