



## CIS Product Information

Keinform+™ provides Train Operating Companies with a proven, real-time and enhanced centrally controlled information system that dramatically improves the customer experience. With customer expectations rising, it has been proven that the provision of both accurate and enriched travel information has a significant positive impact on customer satisfaction levels. KeTech has designed and developed a fully automated truly multi-modal Customer Information System - Keinform+™, which provides the operators with a full suite of control tools for monitoring and informing the traveller with comprehensive real-time and enhanced station and travel information.

The control room system features an incredibly intuitive user interface, designed in collaboration with Train Operating Company users, ensuring that the system is not only completely bespoke, but easy to use. It ensures that the most relevant operator tools are always available within one mouse click and provides a full manual mode facility for local control of displays. Keinform+™ is a fully integrated audio-visual system, which interfaces with PA and displays to provide the most consistent and accurate information to rail customers. It augments the customer experience by delivering clear, accurate, feature-rich travel information including live departures and arrivals, next train information, delay and disruption updates, and platform information until they depart the station. Keinform+™ delivers automated reliable customer information, which provides Train Operating Companies with proven efficiencies by removing any need for operator intervention. It has been developed with full Darwin integration, which consistently supplies the most up-to-date and accurate travel information in a matter of seconds, whilst multiple data feeds provide complete system resilience.

Keinform+™ is scalable, modular and hardware agnostic, allowing Train Operating Companies to connect additional stations as and when required. The system can be interfaced into existing station hardware to provide a more cost-effective method of upgrading to real-time and enhanced information. Such installations also have a demonstrable track record, with KeTech successfully integrating Keinform+™ into other manufacturer's equipment. The system can run with PA, or visual information only, or as an integrated CIS. It can also be fully integrated with other KeTech systems allowing consistent information to customers both on stations and on trains, throughout their journeys.

## Benefits

- Drives positive customer experience
- Darwin real-time integration
- Can be integrated with new or existing hardware
- A tailored central control room system
- Fully scalable, resilient, future proofed and modular system
- Designed in Great Britain
- Multiple data sources providing enriched information
- Manual mode facility allowing operator input at times of disruption
- Low bandwidth, Internet of Things connectivity ensures information updates within seconds