

Case Study

Transport for Wales PIS

Challenge

The Client was looking for a premium Passenger Information System that would deliver on its promise to ensure enhanced, real-time information with Darwin connectivity AND set a new standard for offering bilingual PIS both on screen and over PA.

On top of this, TfW wanted the flexibility to author their own messages. They wanted a hand in designing the look and feel of their PIS and they had yet to find a system which offered dynamic usability.

KeTech took on the challenge of providing the first dual language PIS in Wales. The system would initially be installed on the existing screens on board three MK4's. One benefit to retrofitting is the reduction in hardware costs and less downtime for the trains. An often-overlooked benefit is the reduced environmental impact when recommissioning existing equipment.

There can be complications when retrofitting to existing rollingstock, sometimes repair works or other refurb work takes priority or might take longer than anticipated.

Transport for Wales put their confidence in KeTech who were able to use their wealth of experience to navigate unexpected scenarios and provide a better-than-expected solution which demonstrates TfW's commitment to inclusivity.

Implementation >>>

New KeTech screens were installed to the recommissioned MK4's to deliver TSI-PRM compliant, real-time, tailored passenger information capable of meeting PIDD targets.

Late-stage testing resulted in some change requests which could be accommodated because KeTech's PIS is designed in-house with software engineers on hand to make amendments when required.

All KeTech systems can be synchronised and connected, meaning that bilingual Customer Information can be added across platforms.

Direct Benefits

- Immediately able to communicate vital travel information with all passengers in their preferred language.
- Positive staff feedback – user friendly & intuitive delivery of dynamic, real-time journey information supporting TfW's commitment to implement innovative solutions.
- TfW has become the first UK based TOC to provide a non-biased, dual-language Passenger Information System taking inclusivity to the next logical stage.

"KeTech have been very supportive and accommodating with Transport for Wales. We've had an excellent customer experience."

Transport for Wales Customer Information Strategy Manager