



Keep passengers happy whilst enhancing your customer service

RailSmart Dynamic Route Maps – an interactive route map delivering real-time information to passengers

3Squared's Dynamic Route Map offers passengers an engaging and interactive way to explore live disruption details, station information, accessibility guides, and upcoming engineering work. The software seamlessly integrates with Darwin, the national real-time database, minimising the need for manual interventions. Additionally, the map provides Control Room staff with a clear visualisation of when services are expected to return to normal after disruptions. During significant disruptions, the system can also display alternative bus routes and indicate if ticket acceptance has been coordinated with bus operators. By utilising the calendar feature, passengers can easily check if their future journey will be affected by scheduled engineering work.

Setting up your system with 3Squared's Dynamic Route Map is simple, thanks to its user-friendly configuration and management options. The map can be customised to match your existing route map, ensuring familiarity for customers. It is also optimised for mobile devices, allowing users to zoom in and out for a better viewing experience. The success of this product has been recognised industry-wide, as demonstrated by Southeastern Railway winning the prestigious 'Customer Service Excellence' prize at the National Rail Awards. 3Squared's Dynamic Route Map played a significant role in this achievement by providing valuable information to enhance customers' journeys.

"We needed a way to present information to customers in a really easy, clear, digestible way that was personal to them and their part of the network. What we wanted was to update the map automatically and so now, by having the map connected into Darwin nearly all manual intervention has gone."

John Till, Head of Information Delivery, Southeastern

southeastern



Keep passengers informed

Provide an engaging, interactive route map for passengers.

RailSmart Dynamic Route Maps allows you to **keep passengers informed** by:

- Displaying beautiful dynamic route maps
- Delivering live disruption updates and station information
- Providing a calendar feature for passengers to check if their journey will be disrupted



Enhance customer experience

Take passenger satisfaction to new heights by delivering an exceptional travel experience.

RailSmart Dynamic Route Maps **transforms your customers experience** by:

- Customising to match your existing route map, ensuring familiarity for customers
- Presenting beautiful, dynamic route maps that allow users to zoom in and out
- Displaying alternative bus routes and ticket acceptance with bus operators during disruption



Help your staff work more efficiently

Provide staff with seamless, user friendly information and clear visualisation.

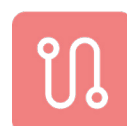
RailSmart Dynamic Route Map **empowers your team to work smarter and faster** by:

- Seamlessly integrating with Darwin, minimising the need for manual interventions
- Providing user-friendly configuration and management options
- Displaying a clear visualisation of when services are expected to return to normal



Request your **FREE** demo at
3squared.com/demo-request/

Email: hello@3squared.com



RailSmartDRM
Dynamic Route Maps