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A Velociti Group Company

Ensure everyone is updated at the push of a button

RailSmart Information Management System – keep track of incidents, faults, stranded trains and more. All in one place.

RailSmart IMS provides a centralised platform that displays real-time updates on incidents, faults, and stranded trains across the network. Users can effortlessly create, update, and edit this data, while built-in communication systems enable quick updates to relevant parties and suppliers.

Reporting on incident causes, impacts, and communication details becomes a breeze with RailSmart IMS. No longer do you need to gather data from multiple systems. Everything can be exported to a PDF in chronological order, facilitating comprehensive reviews of incident and communication management. This valuable information can then be used for future learning and improvement.

The Location Service Gaps page provides a clear overview of service gaps caused by delays or cancellations within the current 24-hour period. The page utilises colour coding to distinguish between cancellation and delay types, ensuring easy identification and management of these issues.

Certain trains require special attention, such as those carrying large school parties. RailSmart IMS features a Priority Trains page that highlights any delays to these services. Users are automatically notified of any delays, allowing for prompt action and efficient management.

RailSmart IMS has gained industry-wide recognition for its collaboration with Southeastern Railway. This partnership resulted in Southeastern winning the prestigious 'Customer Service Excellence' prize at the National Rail Awards in 2023. This accolade further solidifies the reputation and effectiveness of this solution in enhancing customer service within the rail industry.

"RailSmart IMS helps us to ensure, during disruptive times in particular, that we are providing the very best service we can for our customers. No matter how bad the disruption, we are always taking decisions that have our customers interests at heart."

John Till, Head of Information Delivery, Southeastern

southeastern

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Empower users with a seamless experience

Uncover a single point of truth to manage and communicate incidents, faults, and stranded trains.

RailSmart Information Management System allows you to **empower users with a seamless experience** by:

- Presenting key information in a clear and visually engaging manner
- Generating a PDF that summarises all the key information and enables communication in one click
- Uncovering data within table lists with the efficient filter, sort, and toggle tools

Take control of cancellations and delays

Efficiently handle cancellations and delays, while staying updated on the status of priority trains.

RailSmart Information Management System helps you **take control of cancellations and delays** by:

- Easily tracking network faults and incidents back to specific locations, such as stations
- Implementing a system to identify and prioritise stranded trains as a high priority incident
- Maintaining a record of CIS faults and establishing direct communication channels

Transform your customer communications

Revolutionise the way you connect with customers through enhanced communication methods.

RailSmart Information Management System allows you to **transform your customer communications** by:

- Maintaining a complete record by storing and time stamping all messages sent to customers through social media
- Providing embedded communication tools to allow targeted messaging to specific user groups
- Utilising agreed hashtags for incident communications to assist customers in finding updates

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

Email: **hello@3squared.com**

RailSmartIMS
Information Management System