

Operational Intelligence

A complete view of the whole transport network

Designed for Public Transport Authorities (PTA's) and Public Transport Operators (PTO's), NEC's Transport Management System (TMS) provides real-time comprehensive situational awareness that enables a targeted response to manage all planned and unplanned disruptions across the transport network.

TMS is the integration of several solutions that enables continuous improvement to meet operational and contracted KPI's, including schedule adherence, fleet utilisation, enhancements to safety and performance

and compliance KPI's. This is supported by an advanced data repository that enables for trending, analysis and forecasting of service patterns, patronage loads, fleet utilisation, asset management and security.

NEC offers one of the most accurate ETA algorithms available worldwide for real-time passenger information to improve customer experience throughout the journey. TMS is a scalable transit management platform delivered from a secure cloud hosted in Australia, via a Software as a Service (SaaS) business model. The platform suits a range of deployment types and sizes, from a small transport operator with a few buses or ferries, through to national multiple operational contracts with multi-modal services.

Our Operational Intelligence portfolio prioritises 4 key aspects:

- ☁ Situational Awareness
- ☁ Business Intelligence (BI)
- ☁ Accurate, Timely Information
- ☁ Empowering Customers





Situational Awareness

Overseeing the whole of the transport network in real-time means that there is a single source of truth for everyone who works and travels on the network.

NEC's TMS includes both real-time and historic data, that is bound to master scheduling data and performance indicators of each operator or authority meaning you can see when things become congested or when things go wrong. Event intelligence is delivered through the processing of real-time data from multiple systems.

Combined with intuitive visualisation tools, this enables Operational Control Centre (OCC) staff to manage potential contract breaches, incidents, unplanned disruptions and events more effectively.



Business Intelligence (BI)

A wide range of pre-developed visualisation data provides insights to network, asset, route, and driver performance. It also provides capability for customised data enquiry through data grouping and visualisation tools.

The power of NEC's business intelligence tools is that it works effortlessly to provide predictive information that can be used to test and plan future scenarios and services that best meet the networks and customers' needs.



Accurate, Timely Information

Customers receive real-time information regarding current journey times and next service arrival times. Our whole of network approach identifies the most desirable route for customers based on their choice for their journey. For example, choosing the cheapest fare, the quickest time, the most scenic route, or the most environmentally sustainable way to travel.



Empowering Customers

From time to time, things go wrong on the transport network. Through our TMS, customers receive real-time information regarding delays or alternative travel options or services when things go wrong. This information puts the customer back in control of their journey and minimises disruption and delay.

For more information on our Smart Transport Services, visit:

nec.com.au/sts

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www.nec.com

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www.nec.com.au

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v21.04.30 | NEC Smart Transport Services - Operational Intelligence

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