

Case Study

Chiltern Railways - PIS

About Our Client

Chiltern Railways operates commuter/regional rail passenger services from its Central London terminus at London Marylebone along the M40 corridor to destinations in Buckinghamshire, Oxfordshire and Warwickshire, as well as long distance services to the West Midlands along two routes. Chiltern Railways is part of the Arriva group, and is one of the leading passenger transport in Europe. Arriva is committed to providing innovative customer transport solutions that are built around the needs of passengers. KeTech has a long-standing relationship with Chiltern Railways. Chiltern have both KeTech's Customer Information Systems and added KeTech's PIS to their silver fleet in 2019.



Challenge >>>

01 | PRM Compliance

Chiltern Railways originally had no passenger information displays. Meeting PRM compliance was the main driver of the installation. KeTech's PIS is sleek and non-traditional, it is lite touch and was easily installed, ensuring Chiltern experienced the benefits as quickly as possible. KeTech's PIS was adapted to fit Chiltern's train, screens were placed back to back in the middle of the carriages. Avoiding the costly removal and installation of new seats.

02 | Inclusivity

Chiltern Railways operates on busy, prestigious routes surrounding London. As a result there are many tourists from different cultural backgrounds. KeTech's CIS has a multilingual feature, which Chiltern are currently using. Additionally, Chiltern are also using KeTech's automated PA, ensuring vocal announcements are in line with the PIS. This provides equal level of service to those who are either hard of hearing or blind.

03 | Passenger Experience

Another driver for the implementation of KeTech's PIS was to increase passenger and staff satisfaction. KeTech's PIS allows for personalization. Chiltern are able to tailor the information shown on KeTech's PIS that is relevant to their passengers to enhance their journey.

Implementation >>>

KeTech's PIS was adapted to fit Chiltern's train, PIS screens are often attached to the walls of the carriage. However in Chiltern's case, the screens were placed back to back in the middle of the carriage. This was in aid of saving our customer money - avoiding the costly removal and installation of new seats.

Following the implementation of the PIS, we worked hand in hand with Chiltern Railways to tailor features and cater to their customers wants and needs.

Results Delivered

- Timley enhancements.
- Sleek style, aesthetically pleasing.
- Only true real - time information system the market.
- Developed and tailored to the needs of Chiltern's customers.
- Quick and easy to operate and incredibly intuitive to use at all levels.
- Future proof.
- Equal level of service to those who are either hard of hearing or blind.