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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, a system that was capable of sending messages from the wayside to the train in real-time. 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 first obstacle for the bilingual system involved accuarcy of the Welsh information. KeTech is not fluent in Welsh and in order to achieve 100% accuracy for both the language and therefore the information on the system, collaboration with TfW was key. TfW would work with KeTech to provide the information in Welsh throughout the project and attend testing to ensure the dual language was correct.

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.

TfW approached KeTech with some further requirements during the testing phase of the project. KeTech's PIS is designed in-house, therefore its software engineers could accommodate the request and design the additional functionality.

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