

Category: Emergency & safety

Project: Operation Control Center Demonstrator

What was the challenge?

Thales needed to create a demonstrator of their operation control center to understand how to handle crisis management across station, trains and people.

What was the solution?

We developed a scenario based system allowing operators to manage their network by purpose and actions connecting all the network data. Each scenario allowed operators to drive operation strategy to handle crisis management, traffic density or even energy consumption.

Scenarios were based on real life events that could occur in stations and simulated actions to be performed by operators. They could then see how crisis events should be handle and how to connect operation control to station and emergency services.

Information design was key to identifying actions severity and allowing operators to handle crisis on such a critical system.

What was the effect?

When showcased at InnoTrans Berlin 2023, this demonstrator got a lot of traction from transportation network companies, generating leads and requests for future deployment.

- 1. Innotrans Berlin 2023.
- 2. Operator dashboard: multimodal.
- 3. Crisis management: procedure list.
- 4. Passenger density: line overview.
- 5. Passenger density: station view.

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