Logistics + DAKS

Typical Fields of Application in the Transportation Sector:

- Quick mobilization of service technicians, e.g. in blizzards, technical malfunctions etc.

- Intelligently organized call distribution to on-duty staff (e.g. during shift operation)

- Web-based control of PA systems for passenger information announcements and emergency public address messages

- Implementation of information hot-lines, always up-to-date with the latest details on an incident

- Alerting controlled via emergency response host computer, e.g. in airports when evacuating a terminal in a bomb threat

- Targeted distribution of information to all staff members on a train depending on the specific railway line and service team

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Safe and reliable alarms, information and communication – since 1958

Targetedly Alert, Inform and Notify —
Improve Workflows, Optimize Costs

Point of Departure

All job tasks that arise in connection with the applied traffic-control systems for the public transport and the communication that is required therefor come together in a central control room. A centralized and user-optimized technical implementation was required to optimize efficiency and costs, enabling both predefined automated announcements and manual situational public addresses at every public transport station.

Solution Based on DAKS Alarm Server Technology

The technical implementation is accomplished on the basis of several combined functions of the DAKS alarm server. Here, also decentralized DAKS systems are integrated via the customer network and VoIP for audio link-up to already existing paging amplifiers (PA) at the various public transport stops. A graphic browser-based user interface allows for an efficient control by forming entire groups on the fly as well as by addressing specific stops, directions of traffic or liner trains individually. The required alarm communication is then output at various handsets (terminals) and public address systems located at the pertinent public transport stops. Also, the text-to-voice procedure is used to automatically generate media-converted announcements.

> „The solution was developed in close cooperation with tetronik to our fullest satisfaction – the concerted approach to migration that was chosen ensured full protection of our investments for our already existing PA systems by different manufacturers."
>
> *Mr. Burkhart,*
> *Stuttgarter Strassenbahnen*

Customer Benefits

The DAKS solution and the centralized user interface made it possible to optimize costs and improve our processes. What is perhaps even more, the solution fully incorporated our various already existing pubic-address systems (PA) and realized the objective to protect our investments by ensuring the further application and use of our already existing loudspeaker systems along our public transport stops.

Solution Schematic

Alarm Incidents | **Integration/ Control** | **Media Use** | **Passenger Information**

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