



Greater Anglia

Network-Wide Help Point Upgrade, UK



Photos: Commend UK

Project Details

- Customer**
Greater Anglia
- Project Type**
Network-wide upgrade and replacement
- Technical Data**
 - 220 x Passenger Information & Assistance Points across all 133 stations
 - IVY
 - EVC/Disabled Refuge Systems

Overview

Greater Anglia is part of a wider transport group, Abellio Transport Holdings, who also operate the Merseyrail concession, East Midlands Railway, West Midlands Railway, plus bus services in London and Surrey. They are owned by 'NS' in the Netherlands who operate the rail services, stations and facilities on much of the Dutch network so are well placed to bring real improvements to services. Department for Transport (DfT) awarded a further contract for Greater Anglia to operate services until 2025.

The Challenge

Greater Anglia required the very latest technologies to ensure both unrivalled reliability and future-proofing of its investments along with the best products available to further enhance their customer experience. Pin hole cameras were required in the Help Points so that the Operators could see the Passenger using the Help Points. Audio Frequency Induction Loops were also required along with the units needing to be fully IP Rated.

The Solution

Commend deployed the very latest technologies via the use of its VirtuoSIS Virtualised IT Platform. VirtuoSIS is the worlds first 100% software-based intercom server which has been specifically designed to integrate seamlessly into the flexible and dynamic world of virtual IT environments.

The new Help Point system from Commend allows passengers to obtain up-to-date and reliable help, information and assistance at the touch of a button. The Operators are also able to view the passengers via the built-in cameras, enhancing safety and security measures.

Commend's Reporting and Recording Software is also provided to allow Greater Anglia to obtain real-time data on how the system is being used, call durations etc. The system is kept fully up to date with a dedication support contract. This provides vital software updates and security patches to keep the system working at its best.

Alongside this system, we also supplied Greater Anglia with our Disabled Refuge Systems at numerous stations in the form of SP401Ds, MP199DRs and GE300s to provide a BS5839/BS9999 compliant solution networked to the VirtuoSIS Virtualised IT Platform.

Next steps

Once fully deployed across the network, Greater Anglia also took advantage of other technological improvements from Commend in the form of our IVY Software. This allows information calls to be answered by the Commend BOT (known as IVY) which provides live updates, journey planning and wayfinding information – improving the customer journey and experience and reducing the number of calls being routed through to the Control Room to improve call response times.





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Right from the word go, Commend UK were with us at the design, the implementation and the support stages of our Help Point implementation. For Greater Anglia, it was important we used a supplier that not only supplied leading edge Intercom/VoIP technology, but one that understood how the rail industry, and more specifically Greater Anglia, worked, and how best to implement that technology in our vast estate. Commend UK were able to do that brilliantly.

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Gary Forest

Senior IT Project Manager, Greater Anglia

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Your local Commend contact person will be happy to answer any further questions regarding individual solutions.

Other Projects

Brunel University, UK

Docklands Light Railway, UK

Reading Station, UK

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