

## **Arriva Rail London observes one year of FREQUENTIS railway event management**

**Arriva Rail London (ARL) has been using the Frequentis Rail Event Management (REM) system to support critical decision making in the event of an incident or service disruption.**

The Frequentis REM solution enables workflow-based event management, provides a common operational picture, and enables mobile collaboration. It uses a resolution workflow based on the time, location, and classification of the occurrence of an incident to instantly identify and connect internal and external stakeholders, while also logging every activity to satisfy legal and reporting requirements. The cost-effective, standard off-the-shelf (COTS) solution can be deployed within a short timeframe. As part of the modernisation of the ARL train control centre, the REM solution was delivered and integrated with the recently deployed IVU.rail control software from IVU Traffic Technologies.

“Since August 2022 the Frequentis REM has ensured that all aspects of the incident are properly recorded so that a review and lessons learnt exercise can be conducted. REM enables us to have a single source of truth, standardised workflow processes, and the ability for multiple users across our operations to work simultaneously on the same event within the system, ensuring a level of consistency and accuracy of data which was not possible with our previous system. We have also been very pleased with the support and experience from Frequentis who have supported ARL in transforming our railway management capabilities,” says Mohnish Mirchandani, Control Systems and Information Manager at Arriva Rail London.

ARL is one of several rail franchises and concessions operated by Arriva UK Trains Limited - a subsidiary of Deutsche Bahn, and one of the largest train operating company owning groups in the United Kingdom. The deployment of REM at ARL supports overground train services for Transport for London (TfL).

“By deploying an event management solution that integrates support for decisions, communications, and workflow in a dynamic and highly automated environment, public transport organisations can enable exceptional service continuity. We are proud to have reached our first anniversary of the use of REM by Arriva Rail London on this important project in the UK’s capital city, and look forward to many more years working together,” says Thomas Karl, Vice President Public Transport Frequentis.



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## About FREQUENTIS

Frequentis is a global supplier of communication and information systems for control centres with safety-critical tasks. The listed family company develops and markets its “control centre solutions” in the Air Traffic Management segment (civil and military air traffic control, air defence) and the Public Safety & Transport segment (police, fire brigades, emergency rescue services, railways, coastguards, port authorities). With a market share of 30%, Frequentis is the world market leader in voice communication systems for air traffic control. Frequentis is also the global leader in aeronautical information management and aeronautical message handling systems.

As a global player with around 2,200 employees (full-time equivalents/FTE), Frequentis has a global network of companies and representatives in more than 50 countries. Its head office is in Vienna, Austria. Frequentis' products, services, and solutions are used at more than 45,000 operator working positions in around 150 countries. Shares in Frequentis are traded on the Vienna and Frankfurt stock exchanges; ISIN: ATFREQUENT09, WKN: A2PHG5. In 2022, revenues were EUR 386.0 million and EBIT was EUR 25.0 million.

Wherever Frequentis' systems are used, safety-critical operators bear responsibility for the safety of other people and goods. The company also works towards a more sustainable future through its air traffic optimisation solutions.

For more information, please visit [www.frequentis.com](http://www.frequentis.com)

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