



Service Operations Centre

Service Offering

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Traffic Managers face multiple challenges; busy roads, limited resources, budgetary restrictions and ever changing technology. Siemens' solution is a new Service Operations Centre - a dedicated traffic management and support service. That means a secure 24x7 network management service provided by the industry's leading traffic consultants and engineers. Operational and system support at every level you might need, from route and junction monitoring to full strategic traffic control and network optimisation.

Our Service team combines expertise from our Contact Centre, Systems Engineering & Support and Consultancy Services teams to deliver a completely flexible traffic management service. This can include a combination of different elements, tailored to suit individual requirements. Standardised elements can be covered by a core annual charge while some of the more infrequent or ad-hoc service elements can be included in a supporting schedule of rates.

Traffic Network Operation

Each local authority highway network has its own unique challenges and requires a different approach to deliver the service expected by members of the public and network users. To this end, each service offering is bespoke and made up of elements that meet the particular requirements and needs of each of our customers.

A typical service contract would be made up from a number of elements, delivered by our service team under the management of a nominated contract manager. This would usually be provided by a tiered system of operators and may include;

Tier 1 – Service operator providing first line network monitoring including;

- Call handling
- System interrogation to acknowledge faults
- Fault assignment to Field Service engineers
- Fault monitoring through to resolution
- Reporting including service KPIs

Tier 2 – Technical engineer responding to network incidents including;

- Responsibility for system support and management
- Fault interrogation and investigation
- Introduction of pre-defined system strategies
- Operation of planned traffic control strategies, such as those required for events
- Setting and monitoring variable message signage
- Dealing with emergency traffic control incidents

Tier 3 – Senior Traffic systems engineer providing network management including;

- Detailed fault investigation and fix
- System configuration to introduce new ITS elements or make ongoing changes and updates
- Ensuring that the operation of all traffic signal installations is as expected
- Investigate areas of improvement through either on street or system configuration changes
- Develop network control strategies to be used by tier 1 and 2 operators to handle common network events

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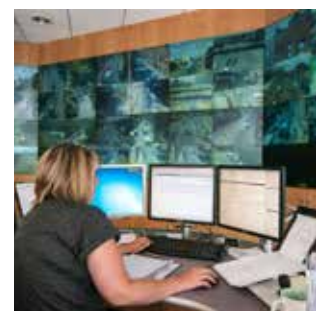
Informed decision making

An important factor in both the decision making process and speed of response is having access to the best and most up to date information, coupled with historical experience of similar situations. With the SOC (and Stratos) Siemens support staff are able to quickly understand complex traffic scenarios, and draw on shared experience from across an experienced multi-discipline team, to ensure the most appropriate control actions are quickly taken – and to allow customers and their road networks to learn and adapt as a result. Furthermore, the SOC's underlying cloud-based IP technology means that as traffic management situations develop, additional service delivery stakeholders can securely access control room information from wherever they are – through smart-phones, tablets and laptops – should they wish, or need to.



Additional services

Additional services can support the day-to-day elements and feed in to a strategic operational package. Key to this is lifecycle management of existing assets and operational effectiveness. Utilising the experience of the traffic engineers involved in the day-to-day operation can identify problem areas of network operation and recurring asset problems. Feeding this knowledge in to future plans for ongoing asset replacement, network upgrades and funding stream packages can ensure that the investment in the existing network continues to deliver in future years.



Siemens Mobility
Traffic Solutions
 Sopers Lane, Poole, Dorset, BH17 7ER
 Tel: +44 (0) 1202 782000
 Email: sales.stc@siemens.com
siemens.co.uk/traffic

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