ITS Operational Services

A service portfolio that meets all your requirements

siemens.co.uk/operationalservices
In today’s technically challenging and budget driven environment, delivering traffic network services to the public presents a number of challenges. Operational Services is made up of a number of specialist teams whose capabilities are aligned to the needs of delivering and operating a modern intelligent traffic network. This team comprises over 120 traffic professionals who offer a wide range of different skills and experience across the traffic industry.

The aim of the team is to improve service efficiency, develop, deliver and support existing and new service areas by increasing the use of digital and automated methods and artificial intelligence.

Operational Services Team
- Service Operations Centre
- Consultancy Services
- Training Services
- Engineering Services
- Enforcement Services

Software as a Service (SaaS)
- Hosted ITS systems (Stratos, UTC, InView)
- Enhanced software support with output based availability
- Extended scope over standard software support
- Out of hours or 24/7 support
- ITS network security

Infrastructure as a Service (IaaS)
- Provided and operated ITS infrastructure
- Output based solutions as a service
  - Stratos Monitoring as a service
  - Stratos Control as a service

ITS as a Service (ITaaS)
- Traffic network operational support
- Hosted and local system operation
- Strategic network management
- Consultancy, feasibility, solution design and traffic engineering
- Back office services
  - bus lane enforcement
  - average speed
  - electric vehicle infrastructure
  - Congestion and Low Emission Zone operation
  - Asset management and data services

"Flexible Service Contracts – support when you need it"

Benefits
- Efficiency
  Utilise a pool of experts and only paying for what you use can lead to increased traffic network performance
- Safety
  Ensure safety critical elements of your traffic network operate safely 24/7
- Availability
  Extended scope over self delivered model, for example 24 hour delivery
- Security
  Increased security for your ITS network with assessment, monitoring and continuous updates
- Productivity
  Increased productivity with routine network operational tasks taken care of
- Flexibility
  Flexible service contracts developed around bespoke requirements
Maximising the investment in your road network and ensuring trouble free operation requires 24 hour support, 7 days a week, 365 days a year.

With an integrated team that is ready to respond to the needs of the travelling public on your network our Operational Services team can ensure that people, public transport and traffic keep flowing.

"Efficiency, sustainability, reliability"

Maximising the investment in your road network and ensuring trouble free operation requires 24 hour support, 7 days a week, 365 days a year.

Did you know?

- We support and operate traffic networks 24/7 365 from our Service Operations Centre, including the UK’s first fully outsourced remote traffic management service.
- We manage and support a range of cloud hosted intelligent traffic systems with 99+% availability and thousands of connected devices.
- We provide real time technical and product support for our engineers and customers via connected digital methods.
- We have operated the world’s largest Low Emission and Congestion Charging Zone since 2007, 24 hours a day using a network of over 1500 ANPR cameras with over 99.9% availability.
- We deliver in excess of 750 Traffic Engineering and consultancy projects each year.
- We provide over 100 specialist technical training courses delivered to our customers and Engineers around the world each year.
- We are continuously innovating to develop new digital service methods to increase service efficiency.

Did you know?
Our Service Operations Centre has been developing and evolving for over 20 years and is specifically set up and focussed towards managing and supporting the operation of traffic and highway networks as well as associated equipment and systems. It provides round the clock remote support for our products, systems and software and is the focal point for our Operational Services team and service development under the areas of Software, Infrastructure and ITS as a Service.

Utilising a tiered structure enables cost effective service contracts to be delivered, using the correct resource only when needed.

Training and Development
Our Operational Services team follow a structured training and development programme, including support for certified and project based technical training as well as soft skills training.

We align our training and development requirements to the appropriate industry bodies ensuring that our teams receive training in specifically focussed areas required to practice in the industry.

We provide support for continued professional development and encourage all of our team to obtain professional accreditation.

"Centralised ITS operations, 24 hours a day, every day of the year"

An overview of tiered resource

**Tier 1**
Service operators providing proactive network monitoring and system interrogation
- Call handling, fault management and tracking
- Incident monitoring, logging and tracking
- System interrogation and fault investigation
- Fault assignment & monitoring
- Reporting including service KPIs
- ITS system monitoring

**Tier 2**
Technical service operators responding to incidents, detailed fault investigation and operation of traffic control strategies
- ITS system support and management
- Fault interrogation and investigation
- Traffic network monitoring and operation, ensuring correct operation day-to-day
- Operation of planned traffic control strategies, such as those required for events
- Dealing with emergency traffic control incidents

**Tier 3**
Engineers providing traffic and network management, traffic engineering, system operation and configuration
- System, software, hosted and hardware support
- Detailed fault investigation and fix
- ITS System configuration
- Dealing with requests from local authority traffic managers
- Investigate areas of improvement across the network
- Develop strategic network control strategies
- Manage projects

**Tier 4**
DevOps (Development & Operations) software engineering providing service led software improvements to hosted environments
- Ensure operational service requirements form part of the software and system development lifecycle
Consultancy Services

"Expert traffic engineers delivering sustainable and innovative ITS solutions"

Consultancy Services is a dedicated team of experienced engineering consultants working to deliver traffic engineering and consultancy projects that range in scale and complexity from single day support activities to developments across major urban centres.

The team have a proven track record of delivering Intelligent Transport Solutions across the UK and around the world and are involved at all stages of the network management lifecycle, from feasibility and consultation, strategy development, planning and concept through to implementation, service delivery and continuous improvement.

Our regionally based UK team enables us to respond quickly to local requirements, with offices located in Belfast, Glasgow, Leicestershire, Greater Manchester, Poole and London.

Combining industry know-how with digital expertise

As a leading supplier of Intelligent Transport Systems, our engineering consultants have unparalleled access to knowledge and information from system designers, system support engineers and our wider service organisation. This provides our team with a unique insight into the operation of these systems and allows them to develop sustainable, innovative and cost effective solutions.
Our courses
Siemens offer a wide variety of courses which range from those related to specific traffic products through to general Health and Safety, Diversity and First Aid courses.

Our courses are designed to accommodate different learning styles with most incorporating a practical element. Comprehensive documentation is provided and a range of assessment methods are utilised to test the underpinning knowledge gained.

The Training Centre is a Highway Electrical Sector Academy (HESA) Approved Training Organisation and all of our lecturers are HESA approved trainers, making them well-placed to provide training that meets industry standards.

This training also provides the required underpinning knowledge for the National Highways Sector Scheme and NVQ / QCF for the Highway Electrical sector.

A small selection of the courses we offer is listed here:

**System courses including:** UTC / SCOOT, UTMC & Stratos, Journey Time Measurement, Remote Monitoring, MOVA, Fault Management, Average Speed Detection Systems.

**Electrical courses including:** Basic Electrical Theory, Electricity at Work Regulations, IET Wiring Regulations (for Highway Electrical works), G39, Initial and Periodic Inspection.

**Health and Safety courses including:** Health Safety and Environment, Control of Substances Hazardous to Health, Hazards and Risk Assessment, Emergency First Aid at Work.

**Equipment courses including:** Traffic Controllers, Outstation Transmission Units, Outstation Monitoring and Control Units, Detection.

The Training Centre team
Our courses are delivered by a team of professional lecturers who are all qualified teachers and each lecturer holds relevant qualifications in their area of expertise, such as a HNC / HND or Degree, and all are qualified NVQ / QCF assessors.

Our facilities
Based at our site in Poole, our purpose built training centre has five fully equipped training rooms together with outside training facilities. Many courses can also be held at a location of the customer’s choice either in the UK or overseas.
Engineering Services

"24 hour Engineering support"

Our Engineering Services team provides worldwide support for our software, system and product portfolio. Having in-depth technical knowledge coupled with a broad range of technical expertise with regards to networking & communications, cloud hosted infrastructure and ITS hardware ensures the team provides support when and where it’s needed.

Working to contract service level agreements, they are responsible for providing timely and effective on-site and remote support for a diverse array of system and product support activities.
Enforcement Services

"Dedicated back office operations 24/7 for enforcement and monitoring systems"

Growing traffic volumes, increasing air pollution, focus on road safety, rising costs. Siemens understands the impact that increasing demand on the road network places on local authorities and has over a decade’s experience of successfully implementing and operating dedicated Demand Management and congestions reducing schemes in challenging and highly visible environments.

Our Operational Services team has the experience and expertise to offer complete support services as part of an overall solution which can include roadside infrastructure, resilient and secure IT solutions and back-office software to achieve or exceed very high availability and detection service level agreements.

Enforcement Services - Capabilities
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