



INTERNATIONAL UNION
OF RAILWAYS

Welcome to the sixth UIC Digital Conference

December 11th, 2020

11:00-13:30 (CET time)

Programme

Moderation by Simon Fletcher

Introduction by UIC

Introduction by François DAVENNE (UIC General Director)

Evgeny CHARKIN (RZD CIO and UIC Digital Platform Chairman)

Keynote Speakers

Keynote by Jean-Michel MIS (Member of French Parliament and Member of National Digital Council)

Keynote AWS: Railway innovation through cloud computing by Cameron Brooks (Public Sector Director Sales Europe)

Presentations

Presentation of ECOPMS project by Olivier MAUREL (CEO MCLEDGER)

Presentation of BDTM project by Alexey OZEROV (Head of International Department JSC NIIAS)

Presentation of Project DIGIM II- Connected Level Crossing- UIC and Dassault Systems

The fifth UIC Digital Awards

Introduction by Francis BEDEL

UIC Digital Awards 2020 winner in the Productivity category: Mindsay- Presenter: Guillaume Laporte

UIC Digital Awards 2020 winner in the Safety category: IVM srl- Presenter : Francesco Mannara

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Conclusion

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AWS in **Railway**

Cameron Brooks

cjbrooks@amazon.com

Public Sector Director Europe



Railway Industry Corporate Objectives



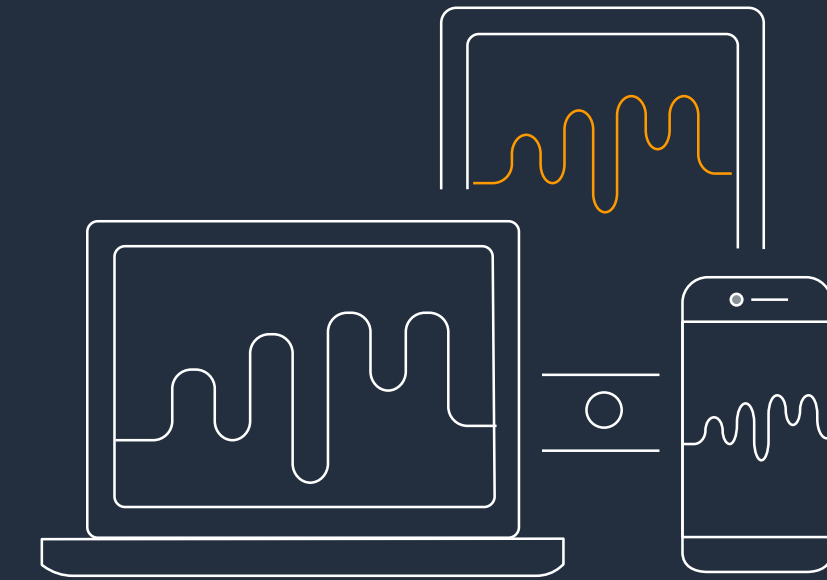
COST

Operate in the most efficient way



SECURITY

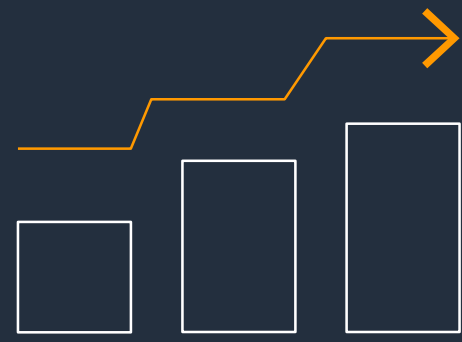
Protecting customers and workers



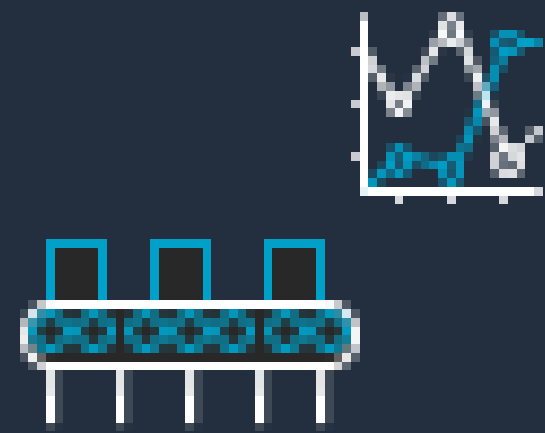
CUSTOMER

Bring more services and value to customers

Railway Industry Challenges



Increasing competition



Preventive/ Predictive maintenance



Mobility as a service



Data as an enabler



Cost reduction



Worker attrition and training



Protecting and securing employees and customers



Autonomous Trains



Sustainability

What is **Cloud computing** ?

The term "cloud computing" refers the on-demand delivery of IT resources via the Internet with **pay-as-you-go pricing**



Achieving **business value** with cloud computing



Cost Savings (TCO)

Moving from Capex to Opex, paying only for what you use



Staff Productivity

Increase staff productivity by focusing on added value tasks



Operational Resilience

Benefit of improving SLAs and reducing unplanned outages



Business Agility & Innovation

Deploying new features/ applications faster and reducing errors



Case study: Predictive maintenance

Challenge

- Ensure quality and safety of network
- Moving from preventive to predictive maintenance to detect anomalies in real time

Solution

- Develop, and deploy innovative computer vision solutions using AWS Machine Learning solutions to analyze pictures from trains

Benefits

- Save nearly a million dollars in software, hardware, and maintenance over 5 years
- 71% savings compared to the on-demand using SPOT instances
- Training time of the model was reduced from 3 days to 10 hours

“By using AWS, training time of the model was reduced from 3 days to 10 hours.”

Samuel Descroix, Data Analytics Manager

Source <https://www.lemagit.fr/ezine/Applications-et-donnees/Applications-et-Donnees-10-SNCF-Reseau-optimise-ses-algorithmes-avec-le-cloud>
<https://www.cio-online.com/actualites/lire-sncf-reseau-entraîne-des-algorithmes-de-reconnaissance-d-image-dans-le-cloud-12520.html>



Industry: Railway

Headquarters: Saint Denis, France

Employees: 275,000

Website: <https://www.sncf.com>

About SNCF

SNCF is the railway operator of France, founded in 1938 and employs more than 270,000 people to help travel 15M travelers daily. SNCF Réseau is a subsidiary of SNCF that manages and operates the infrastructure for the rail network (32,000 km /20,000 mi of routes).

Case study: Improve service reliability and innovation

Challenge

- How to utilize data from different sources to improve service reliability and innovation

Solution

- VR FleetCare ingests their Internet of Things (IoT) data using AWS serverless services
- VR FleetCare then simplified reports using AWS data analytics and machine learning to store and analyse its data

Benefits

- VR FleetCare launches new projects ten times faster using AWS as compared to their on-premises configuration
- VR FleetCare is using reports to do predictive maintenance to detect anomalies before it happens

“With the AWS cloud, we achieved cheap storage, great flexibility and scalability”

Veli-Matti Ojala (Solutions Architect – Data & IoT, VR FleetCare)

Source https://www.youtube.com/watch?v=fpDwV5wge_k



Industry: Railway

Headquarters: Helsinki, Finland

Employees: 7,500

Website: <https://www.sncf.com>

About VR

VR Group, commonly known as VR, is a government-owned railway company in Finland. VR's most important function is the operation of Finland's passenger rail services with 250 long-distance and 800 commuter rail services every day.

VR FleetCare offers VR group and its customers maintenance and modernization services.

Case study: Mobility as a Service

Challenge

- Mobility landscape in the cities is gaining complexity, citizens have a lot of options: car-, cycle-, and scooter-sharing, private vehicles, licensed taxis, and public transport.

Solution

- Mobility-as-a-service (MaaS) technology is helping residents and visitors in Berlin, Germany have access to the Trafi platform as single destination for all their transport requirements.

Benefits

- Focus on development of the product, continuous innovation due to new services launched by AWS
- Reduced infrastructure management and cost

“Thanks to AWS, we can deploy a new solution—including dozens of different services, databases, and other infrastructure resources—in less than a day.”

Benediktas Poviliunas, Head of Engineering, Trafi



Industry: Mobility Startup

Headquarters: Vilnius, Lithuania

Website: <https://www.trafi.com/>

About Trafi:

Trafi is a mobility startup, headquartered in Vilnius, Lithuania. Launched in 2007 Trafi offers cities the possibility to connect all mobility services to one single platform where users can not only check itineraries but also book their tickets and trips.

Case study: Cost optimization with cloud computing

Challenge

- Deutsche Bahn (DB) found that operating its own IT infrastructure is no longer the core business of an IT service provider within the DB Group and should therefore be completely terminated as in-house production.

Solution

- Decision to migrate to the cloud in 2017, over the years migrating around 450 applications, legacy systems and business critical applications like SAP

Benefits

- Moved from hierarchical organization to agile cloud and DevOps teams
- Empowered innovation
- Increased flexibility and reliability, resources available on demand
- Operational cost savings overall >20%

“Overall, migration into the cloud is well worth it for all applications. The business case refines itself within three years..”

Robert Arnhold, Program Director of ShapeIT, DB Systel

Source <https://digitalspirit.dbsystel.de/en/rapid-cloud-migration-a-preliminary-assessment/> <https://digitalspirit.dbsystel.de/en/rapid-cloud-migration-a-preliminary-assessment/>



Industry: Railway, Logistics

Headquarters: Frankfurt/Main, Germany

Employees: 324.000

Website: <https://www.deutschebahn.com>

About DB

DB own IT provider DB Systel is driving digitalization across DB. It has approximately 5,000 personnel, who are employed across its three main locations: Frankfurt, Berlin, and Erfurt.

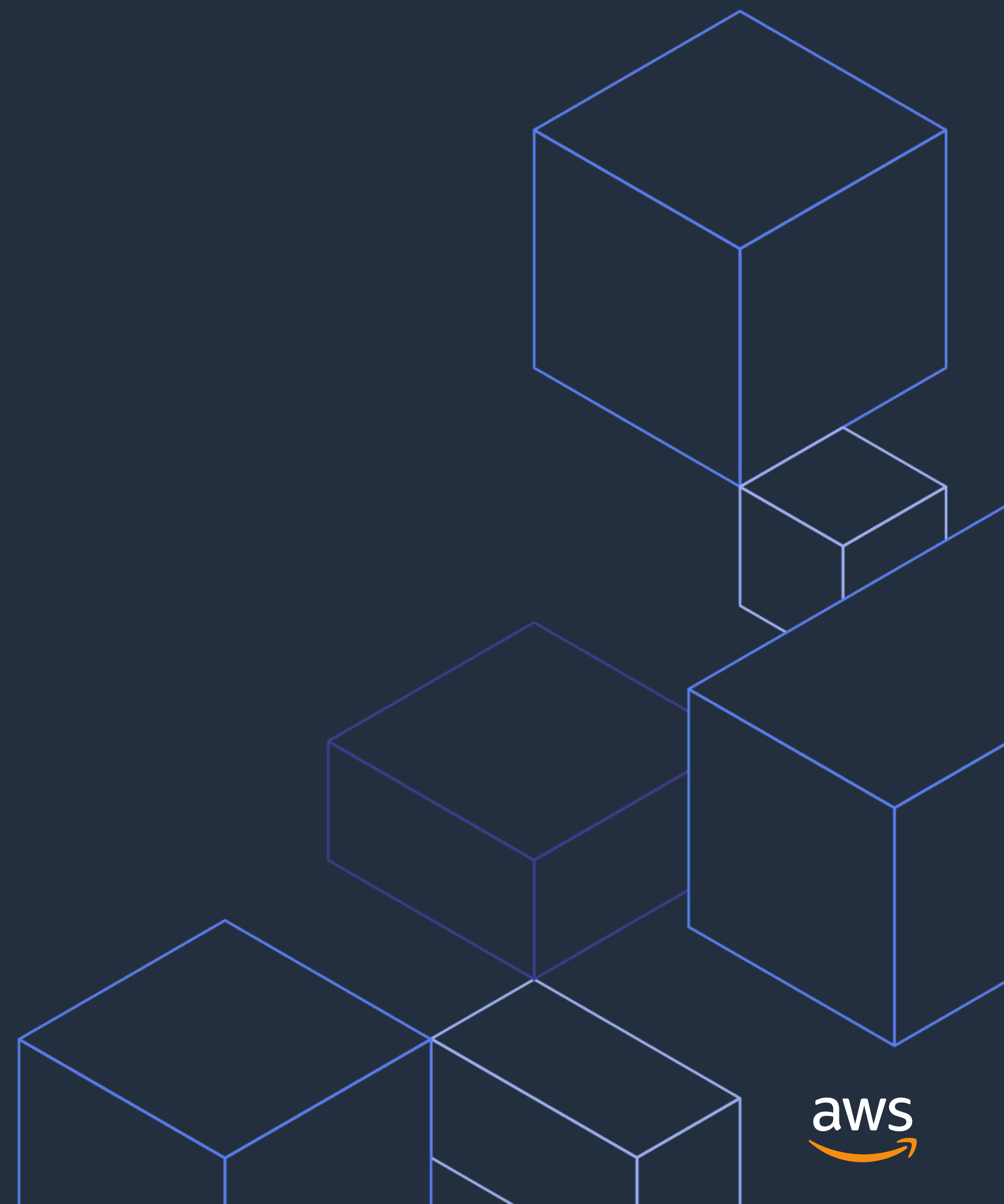


Next steps

Best Practices to a successful cloud migration

1. Get Stakeholders and Senior Leaders Aligned
2. Set Top-down Quantifiable Goals
3. Trust the Process
4. Choose the Right Migration Pattern: The 7 R's

Thank you.



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MCLedger Presentation

6th UIC Digital Conference-
December 11th

12/11/2020



ECOPMS project presentation

ECOPMS Smart digital platform for eco-responsible logistics



ECOPMS, what ambition?

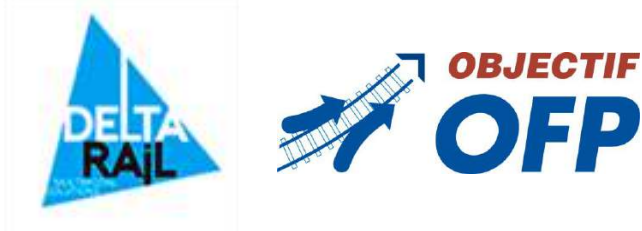
ECOPMS is the simplest digital solution for managing alternatives to road transportation.



We allow all professionals to use multimodal rail and river transport as a "green" alternative to the road.


ECOPMS Project

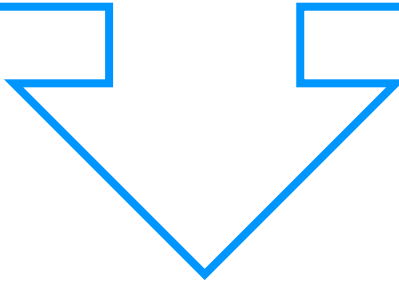
Partners



Labels



 **ecopms** ECOPMS Smart digital platform for eco-responsible logistics



Eco-responsible

Multimodal

Control tower

Digital

Innovative: AI & Blockchain

Multimodal transport

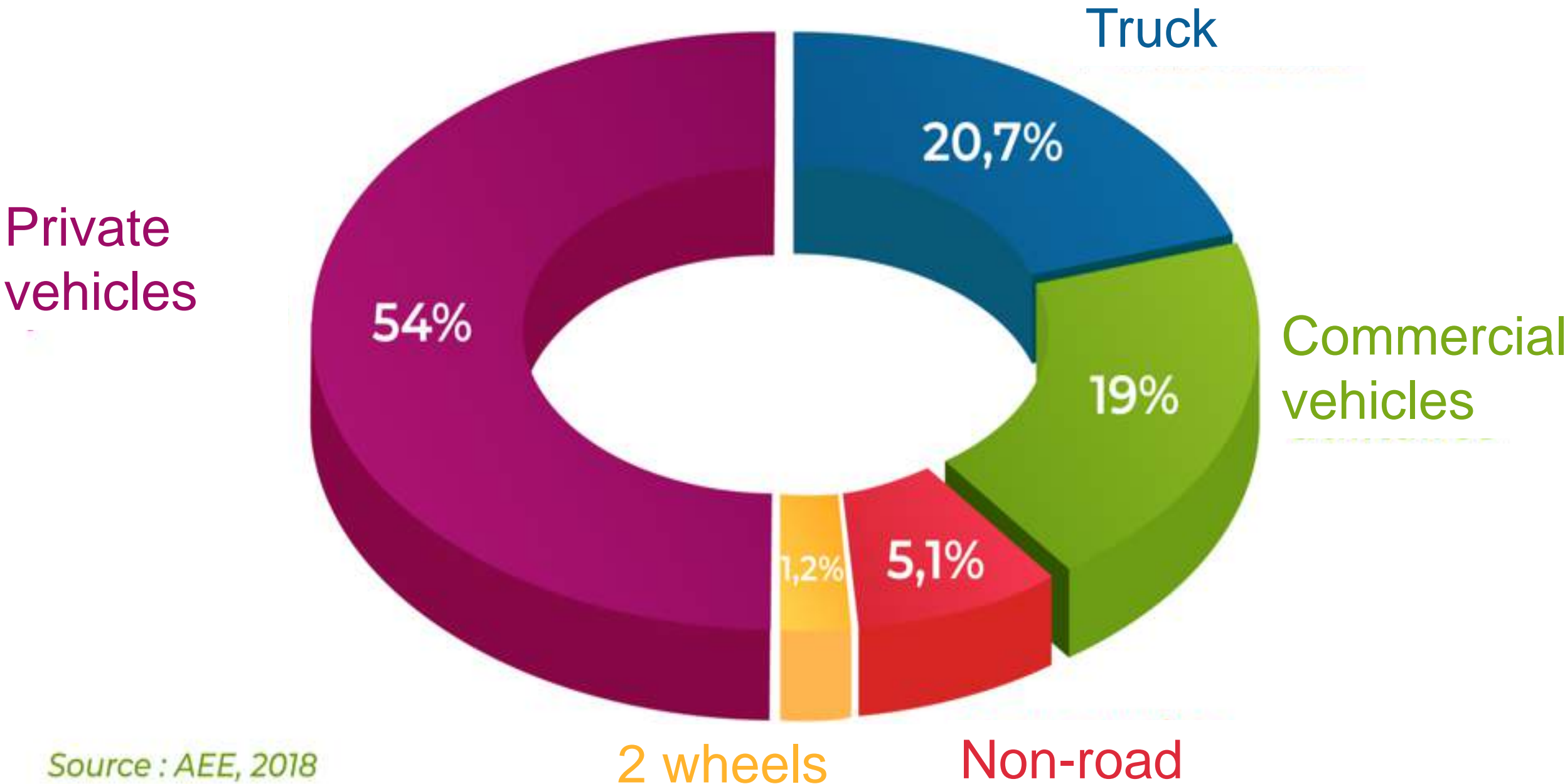
Multimodal transport is a logistic solution for a greener transport

1 train
3 tonnes of CO2 = 45 trucks
44 tonnes of CO2



93% less CO2

GHG emissions from transport in France



Source : AEE, 2018

Source: ecologique-solidaire.gouv.fr/transport-combine, 2020

Our Goals

Promote the use of multimodal solutions via digital technology rather than using the road as the only mode of transport



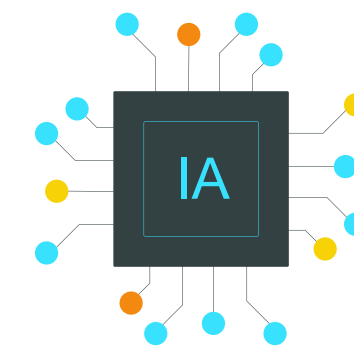
Make better use of existing infrastructures with digitalization (without heavy investment)



Providing information to improve visibility, reliability, quality & interoperability



Increasing cost competitiveness with other transport modes



Offering value-added services already provided by competing modes (road)

Control tower

ECOPMS works as a digital control tower facilitating the use of rail, river & road to save as much Co2 as possible



ECOPMS is a scalable platform with the ability to aggregate and deliver content from other logistics solutions

Problematics

Rail transport poorly connected to the supply chain

Intermediate reloading

Lack of visibility and reliability

Complex Pricing

Responses

Create a « true » ecosystem

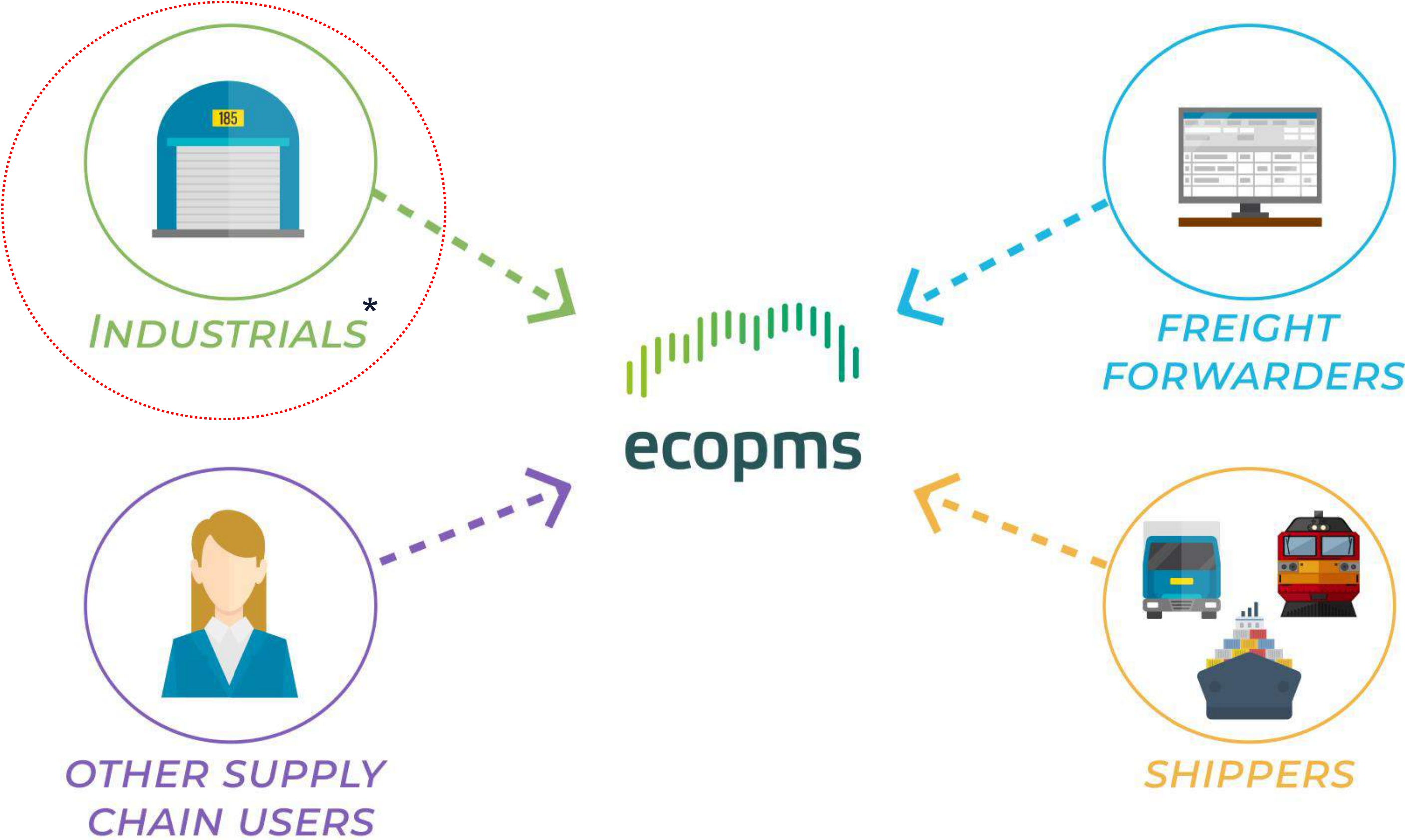
Ease of information exchange

Information tracing, data sharing & exchange

Readability & Cost control (wagons, damage, penalties)

Ecopms Customers

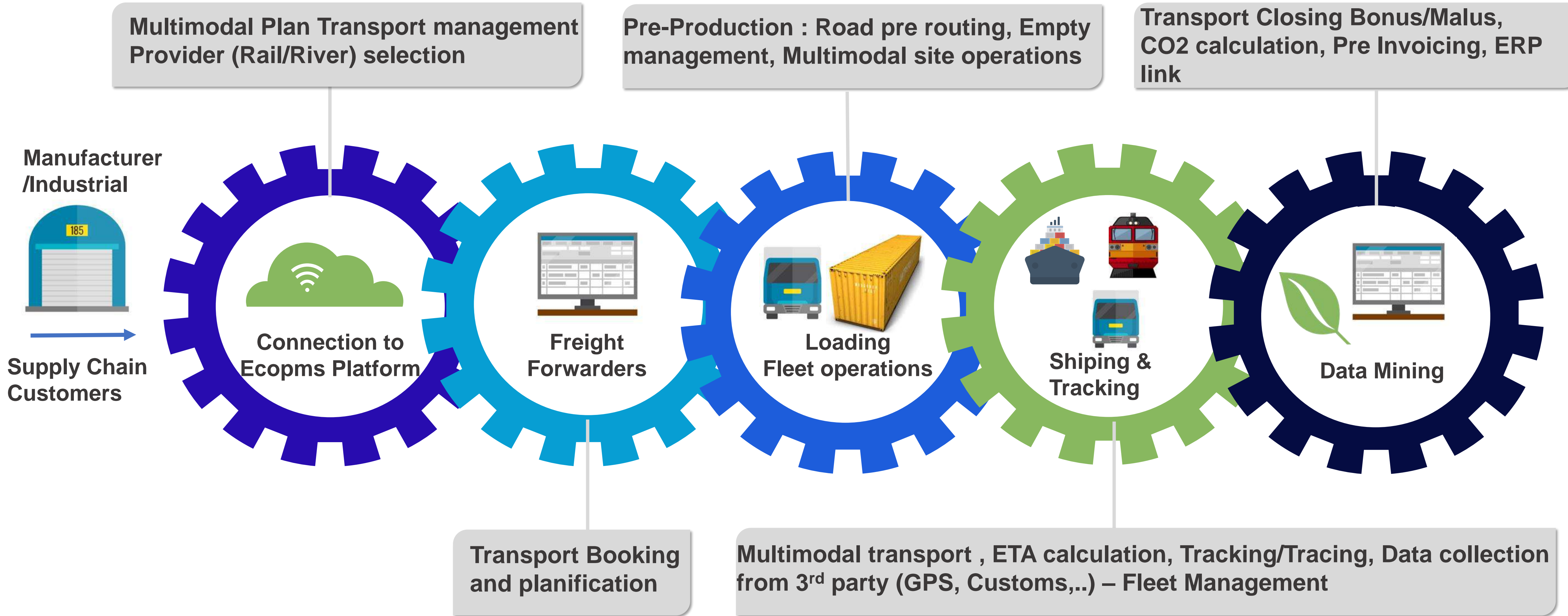
Main target



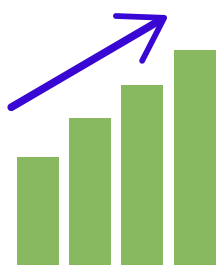
First customer:
06/2020

**Industrials such as Danone, Nestlé-Waters, Michelin, BASF... representing for us about 10K potential customers over EU*

Operating model of Ecopms



Direct ROI for our first clients



Higher productivity
> integration of Supply Chains
- Reduced workforce, cost cutting

5 to 20 %
of the tender:
Transport Procurement Cost
Cutting



Better use of information
= Quality improvement
= Cost reduction

10 to 25 %
of these costs:
Internal Operational Cost
Reduction



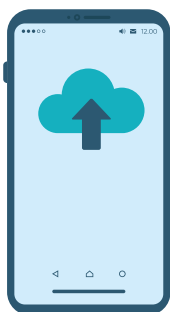
Ability to apply
a bonus-malus policy

0 to 5 %
of the Transport
Global Costs



Improved carbon
footprint
(linked to the CO2 value)

30 %
Carbon footprint



Better access
to the Multimodal offer -
Call for tender management



Better information results
improved reliability and
greater visibility



More options for transport
(multimodal) offers **Cost Savings**
and **Greater Efficiency**

Ecopms Awards

- Winning project as part of Investment program of the future (PIA) operated by **ADEME**



- Presented by H2020 **Smart Rail Project** (636071) at **COP 21**



- Project labeled by **NOVALOG**

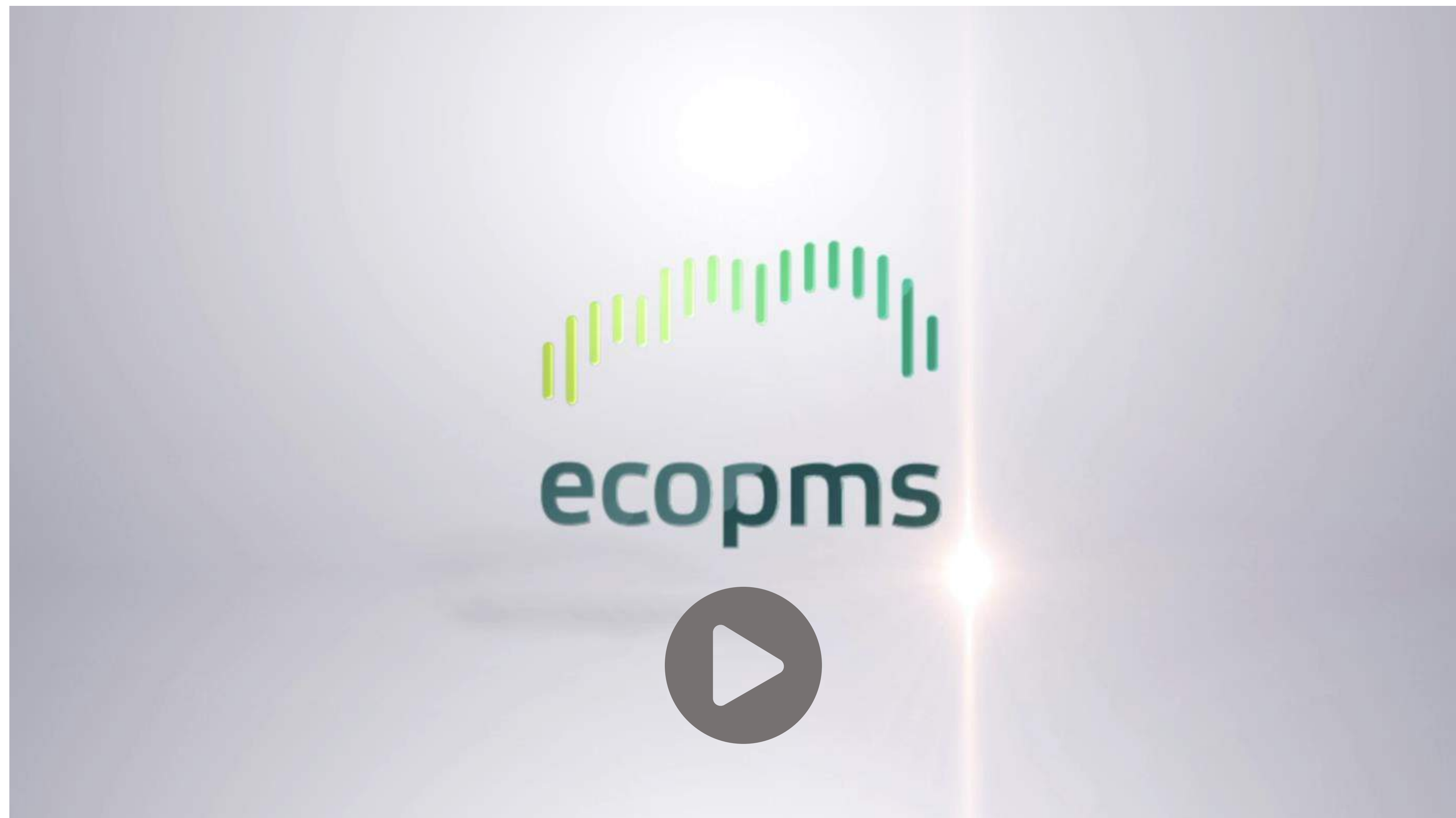


- Project with **EIP Label** by **SYSTEMATIC**



Demo product : ECOPMS

Watch the video of
the Manufacturer /
Industrial version
Platform





Contacts

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+33 (0) 84 21 18 47





ECOPMS appendices



Our product : ECOPMS Forwarders version

Watch the video
of the freight
forwarders
version platform



Manufacturer / Industrial Use Case

“Choice of rail transport made simple and efficient”



Challenge

- **Negative experience:** too specific, low reliability, not integrated with the supply chain
- **Conditional usage:** if it's convenient and good for my carbon footprint
- **Complexity – interface in rail transportation are the key factor for efficiency**

Solution with ECOPMS

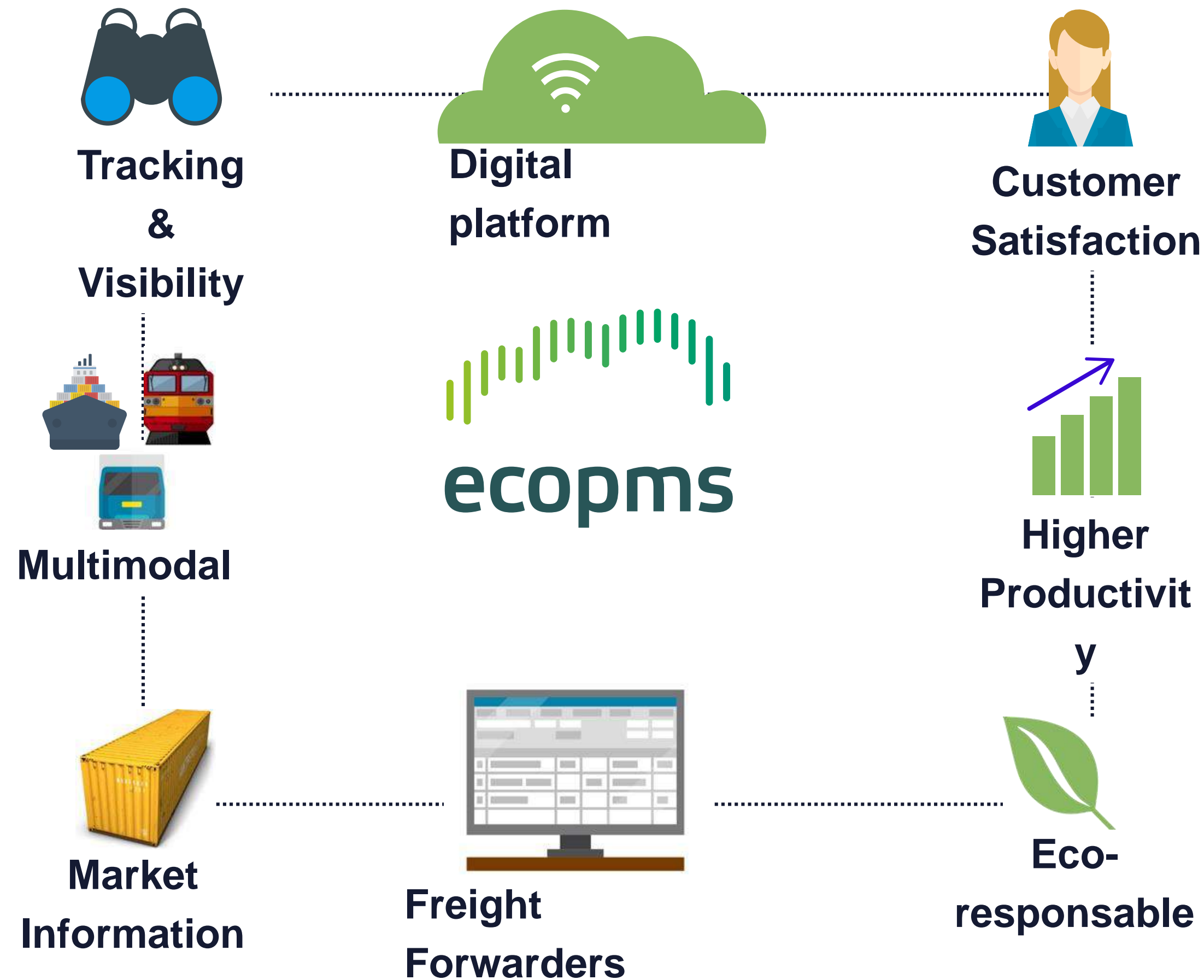
- **A single place** to manage rail flows from tender to execution
- **All players** in the supply chain share information, adding visibility
- The platform can **interface with production ERPs** and transport tracking systems (one-stop shop, customs)
- **Wagon fleet management** fully integrated allowing to minimize repair cost

Results

- **Higher productivity** through integration
- **Better reliability** due to **better visibility**
- Ability to apply a **bonus-malus policy** - Improved carbon footprint
- More options for transport - Lower cost and better efficiency

Freight Forwarder Use Case

“We will offer multimodal transport if it’s as simple as road transport !”



Challenge

- **Hard** to know what is available
- You have to be an **expert**
- Rail is **complicated, unreliable**, and availability information is **not readily available**
- **Yes**, if it’s convenient because **customers are interested**

Solution with ECOPMS

- A **single place** to find the **market information** from the RUs
- **Strong integration** with the supply chain
- **Wagon fleet management** including maintenance
- The platform can **interface all transport tracking systems** (one-stop shop, customs) and offer **360 visibility** of operations

Results

- **Higher productivity** through integration
- **Better customer satisfaction** due to **better visibility**
- Higher profitability, lower cost
- **Best carbon footprint**

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JSC NIAS

JSC Research & Design Institute for Information Technology,
Signalling and Telecommunications on Railway Transport



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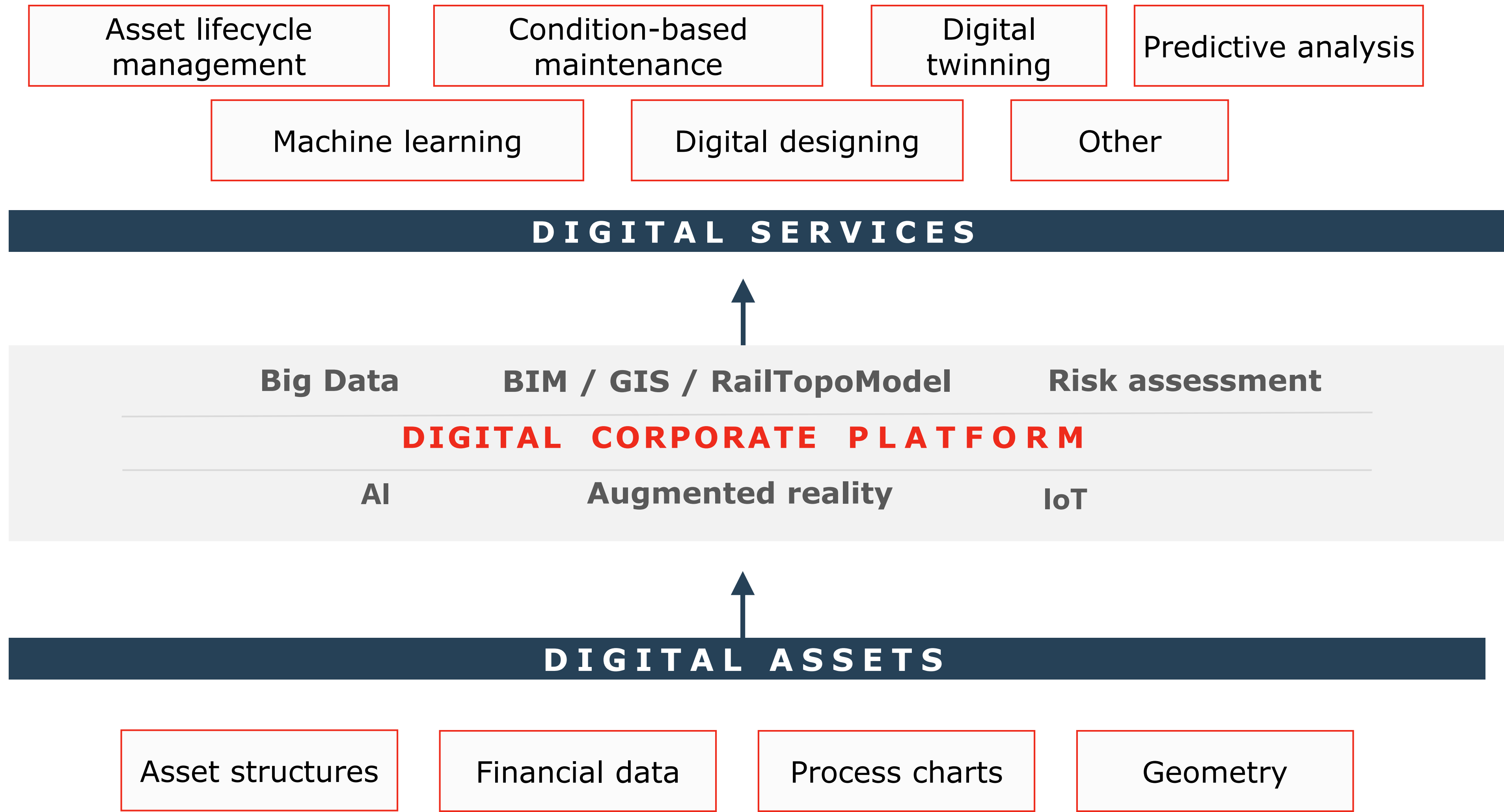
BIG DATA BASED TIMETABLE MANAGEMENT

Alexey Ozerov
Head of International Department,
NIAS

VI UIC DIGITAL CONFERENCE
11 December, 2020



RAILWAY DIGITALIZATION



BIG DATA IN RAILWAYS

Big Data in rail industry:

- Customer profiling and train operator's marketing and revenue management activities;
- Passenger demand forecasting and transport planning;
- Network and traffic optimization;
- Predictive maintenance and asset management;
- Predictive analytics for safety monitoring, analysis and planning.

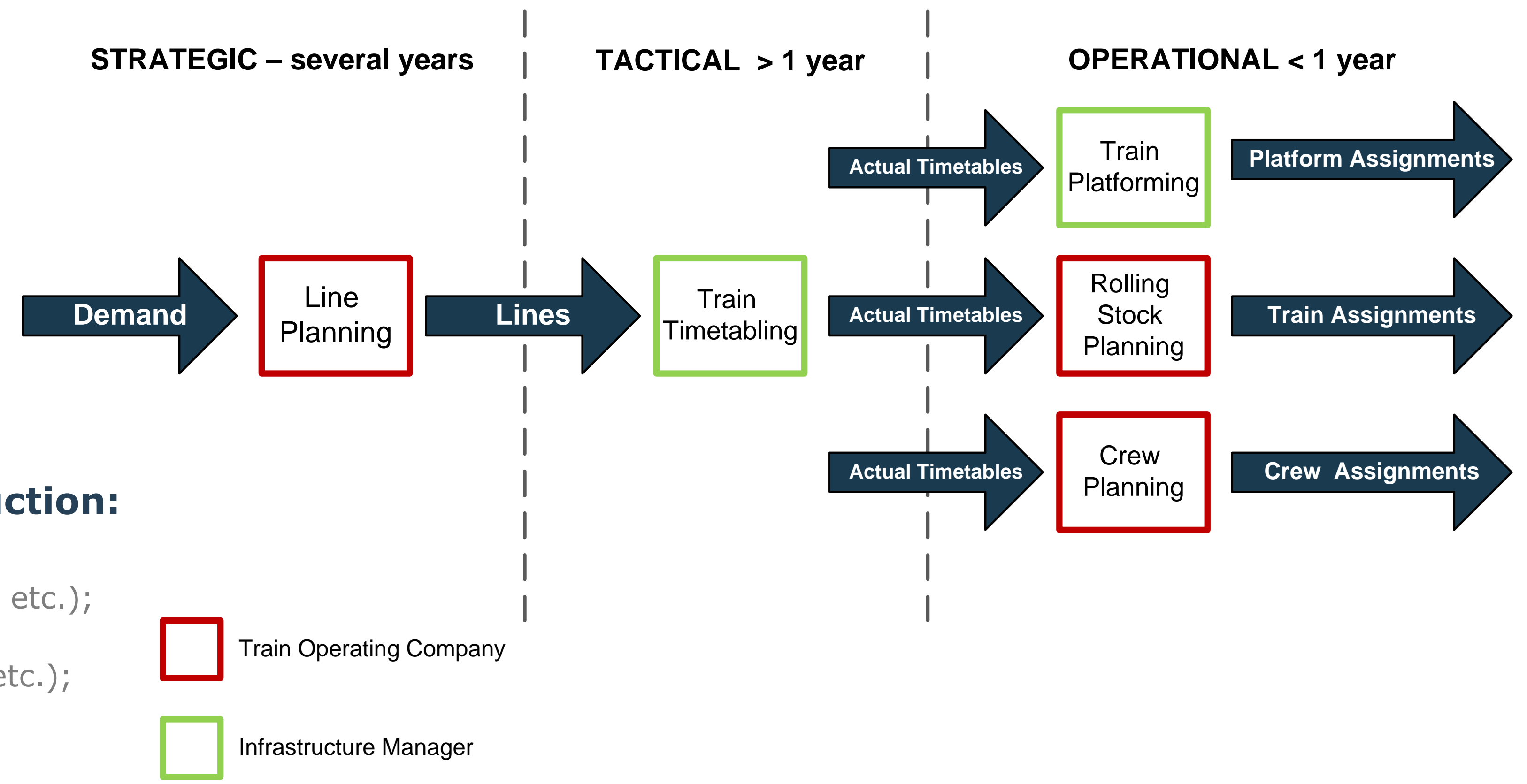
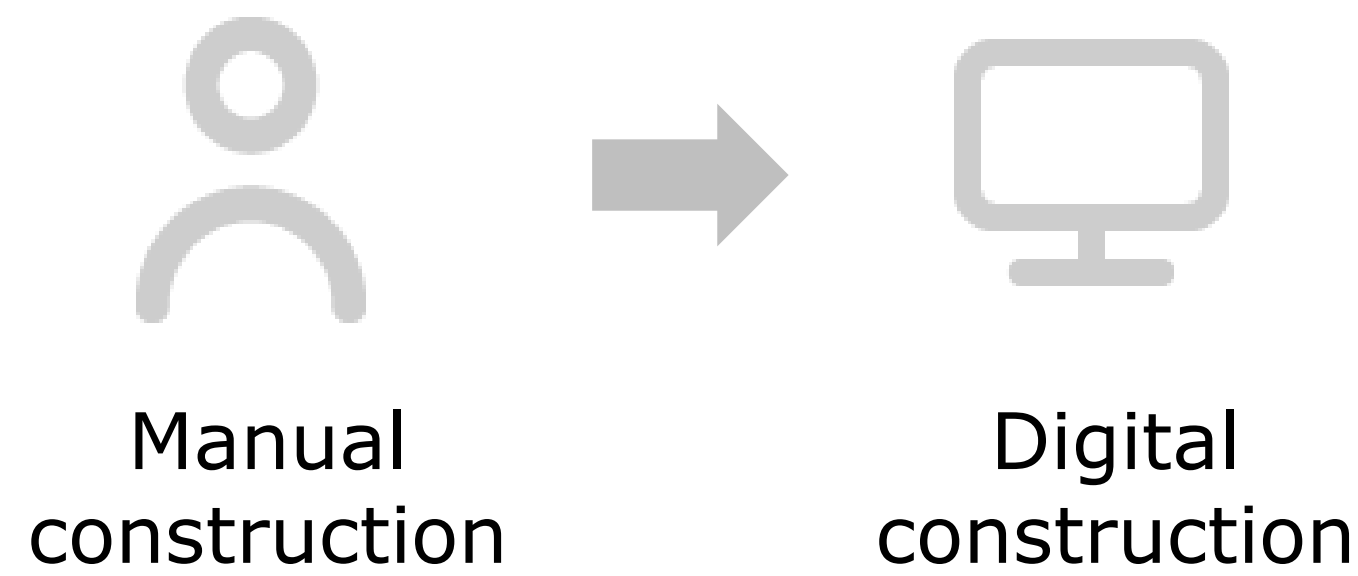
Big Data benefits:

- Rapid insights from disparate sources of information to help improve asset availability;
- Reduction of service delays caused by unplanned outages;
- Reduction of human impact;
- Maintenance cost reduction;
- Improvement of railway passenger and freight services;
- Transition to adaptive planning.

Big Data constraints:

- Big Data will still require data scientists and railway experts to validate models generated by machine learning applications;
- Big Data will not convert manual reporting systems into automatic ones;
- Big Data cannot process and create information without meaningful data.

TIMETABLING



Data required for timetable construction:

- Rolling stock (type of locomotive, train length, type of car, etc.);
- Railway infrastructure (location of signals, switches, type of track, etc.);
- Train running times between stations;
- Station intervals;
- Technical stops;
- Arrival and departure time;
- Volumes of passengers, etc.

HOW CAN WE AUTOMATE/DIGITALIZE TIMETABLING?

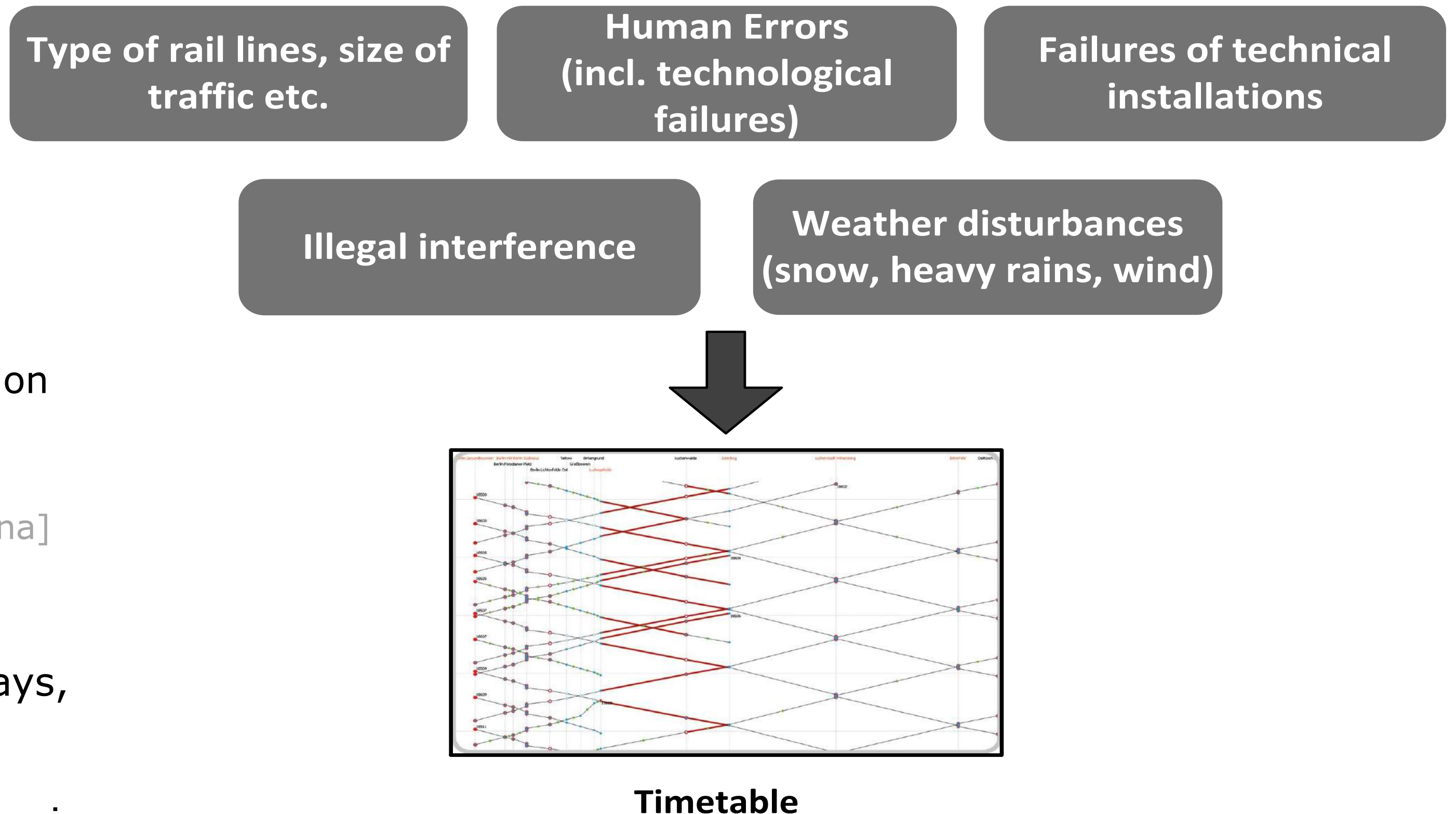
Railway timetable must provide competitive travel times and at the same time be able to withstand delays, perturbations, and variations in operating conditions without losing functionality, to achieve a high service level during operations.

[M.P. Goverde and Ingo A. Hansen, Delft University of Technology, Netherlands]

Train timetable is a crucial document for organization of railway traffic. It describes railway infrastructure occupation of train movements in time and space.

[Pei Liu and Baoming Han, Beijing Jiaotong University, China]

Timetable is a key reference document for railways, which regulates all the aspects of operations at all levels of railway management, representing a network-wide plan of operations and being the basis of transportation management. At the same time it is the totality of schedules that may change and improve during a timetable lifecycle.



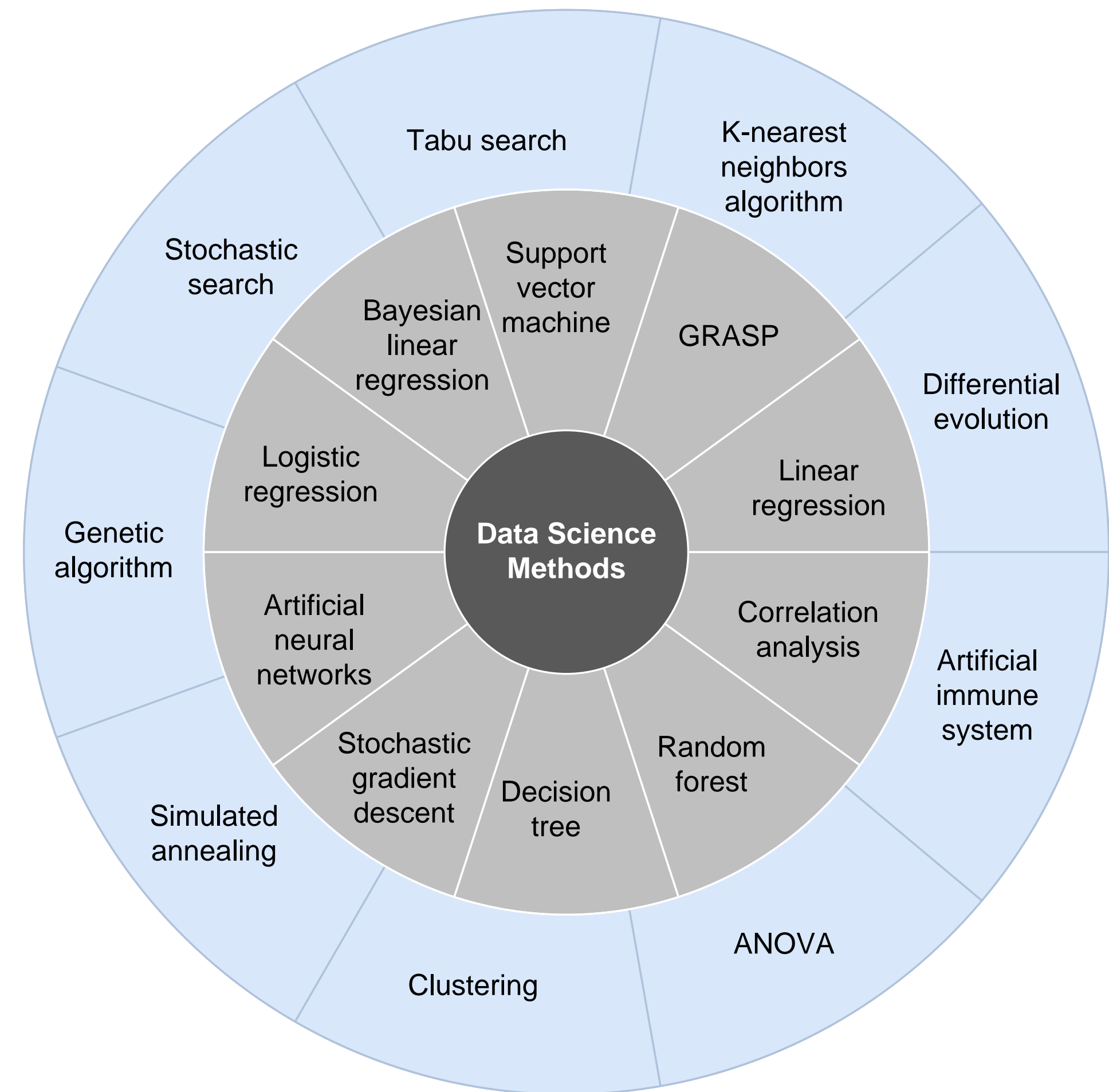
BIG DATA AND DATA SCIENCE METHODS

- ✔ Internet of Things (IoT)
- ✔ Cloud computing
- ✔ Data Science

- ✔ Big Data
- ✔ Machine Learning
- ✔ ANN ...

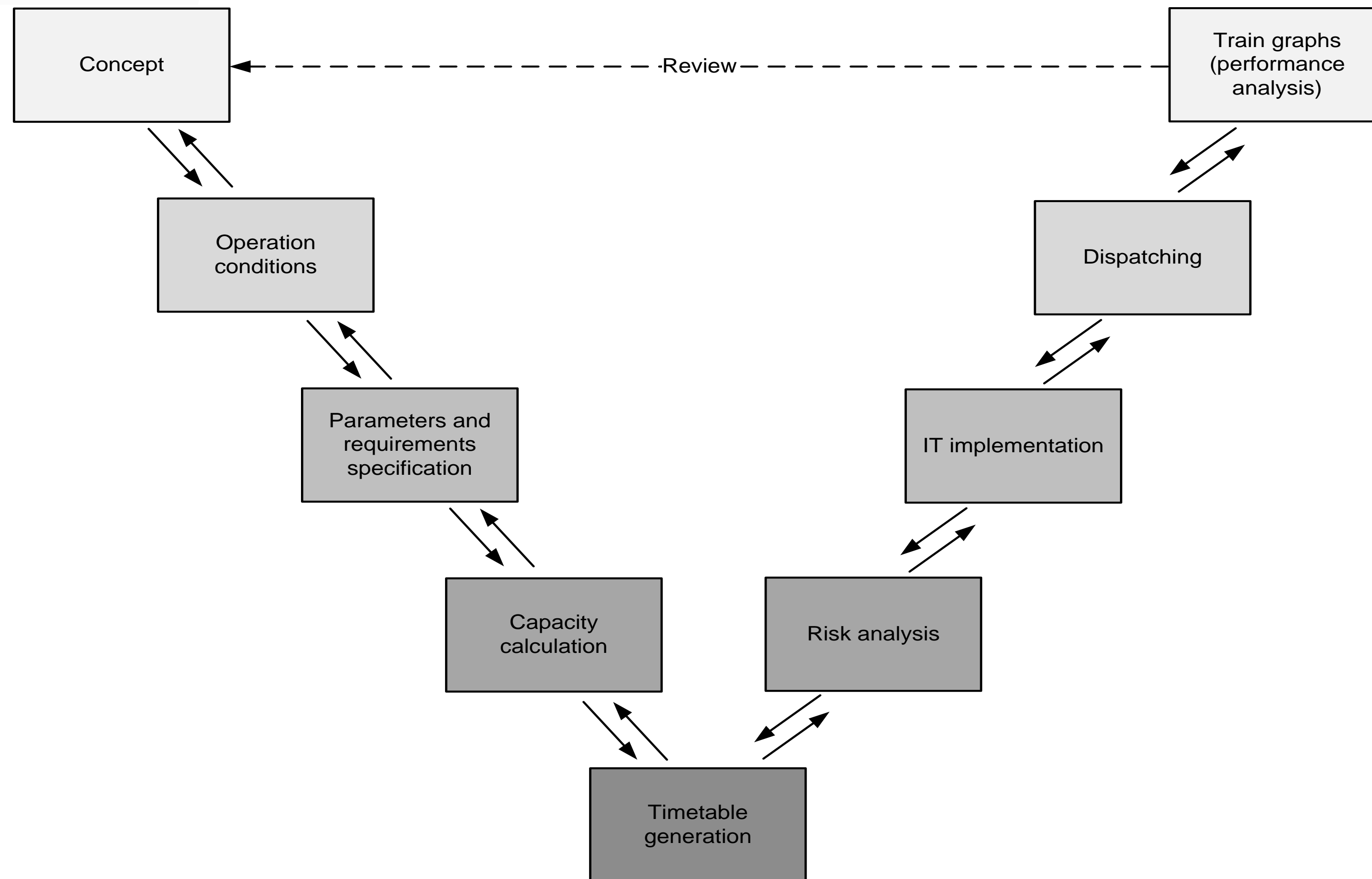
Data processing requirements for Data Science methods application:

- Data validation;
- Noise analysis, outliers removal;
- Updating and data cleaning;
- Data conversion;
- Data standardization;
- Validation of function types using historical data.



■ The most suitable methods for BDTM identified by the research

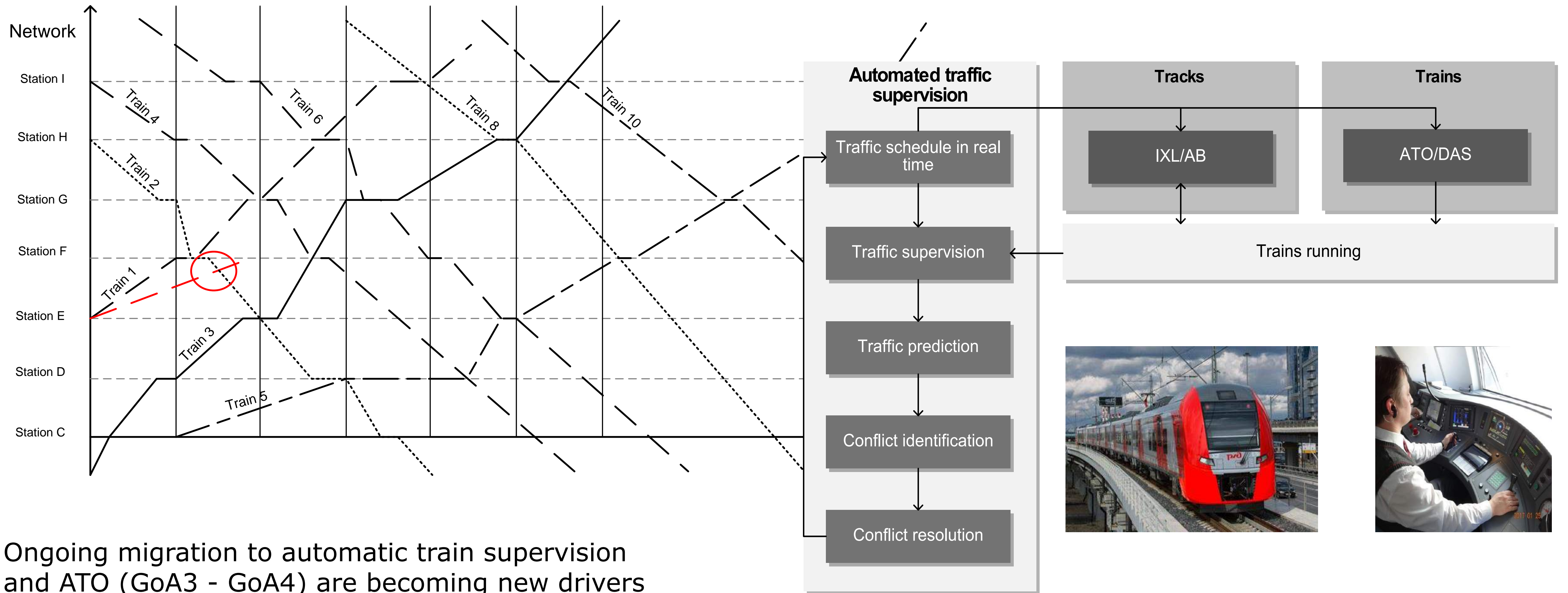
TIMETABLE LIFE CYCLE



The tasks that may be solved with the aid of automated intelligence and Data Science methods, including those based on self-teaching, at various stages of a timetable lifecycle:

- Increase of timetable robustness (resilience to external disturbances);
- Possibility of constructing a common timetable for network parts belonging to several countries and for international transport corridors;
- Reduction of human factor impact on timetable construction and adjustment;
- Introduction of predictive properties in relation to possible failures, disturbances, as well as reduction of response time towards such disturbances, thus resulting in less costs of mitigating timetable deviations.

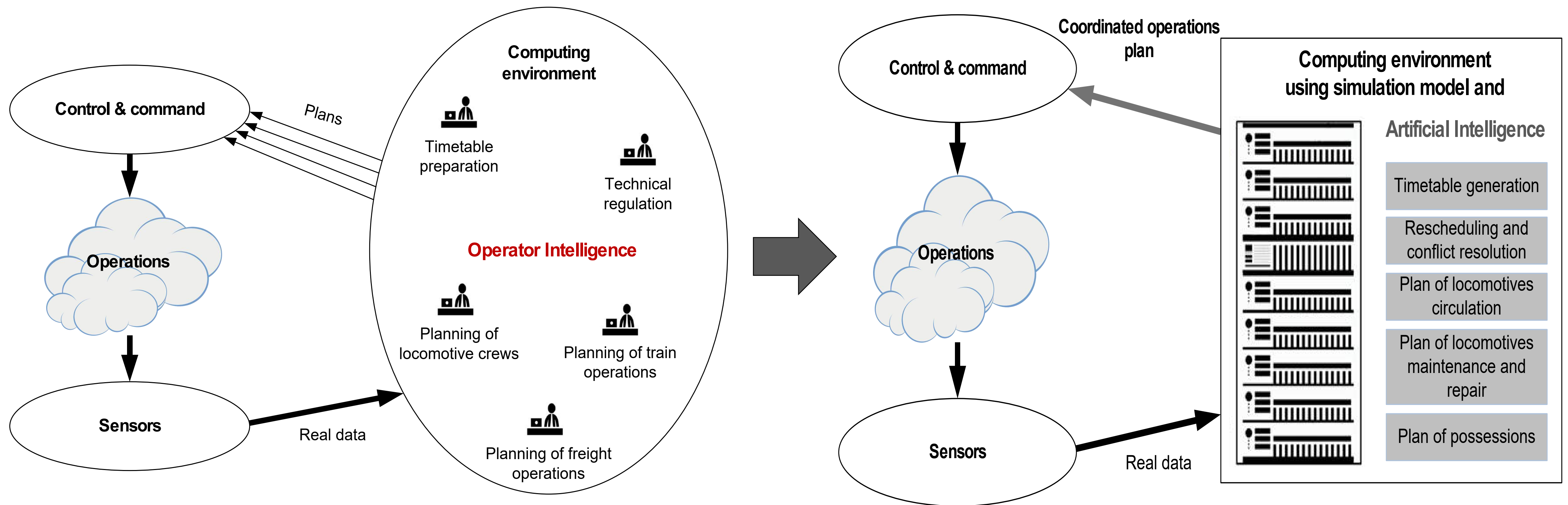
TIMETABLING VS AUTOMATED TRAFFIC SUPERVISION



Ongoing migration to automatic train supervision and ATO (GoA3 - GoA4) are becoming new drivers for the introduction of AI-based timetabling and timetable management

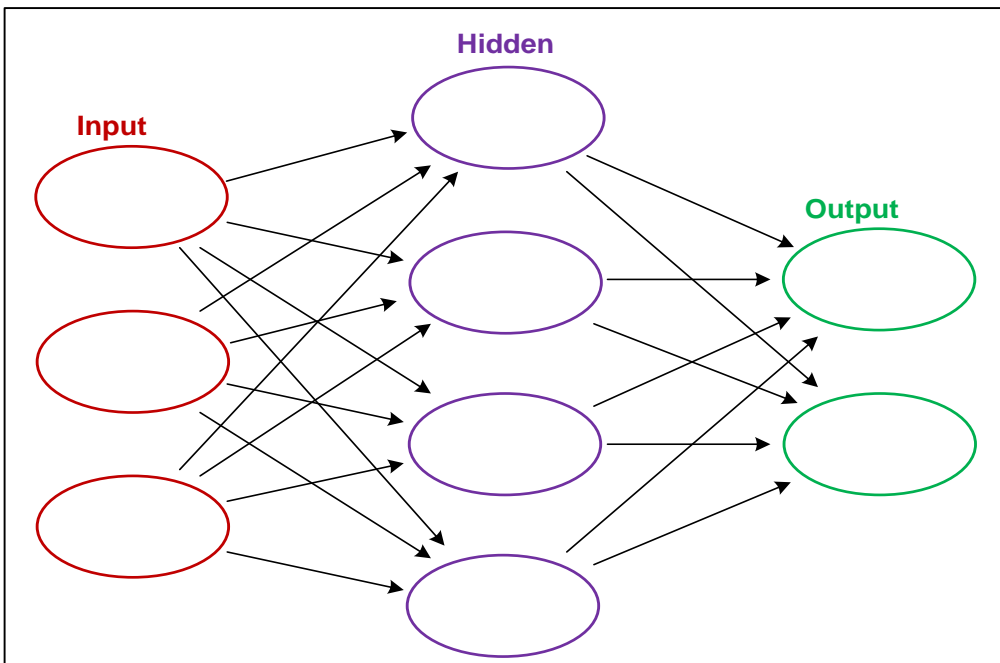


TRANSITION TO AI-AIDED ADAPTIVE PLANNING



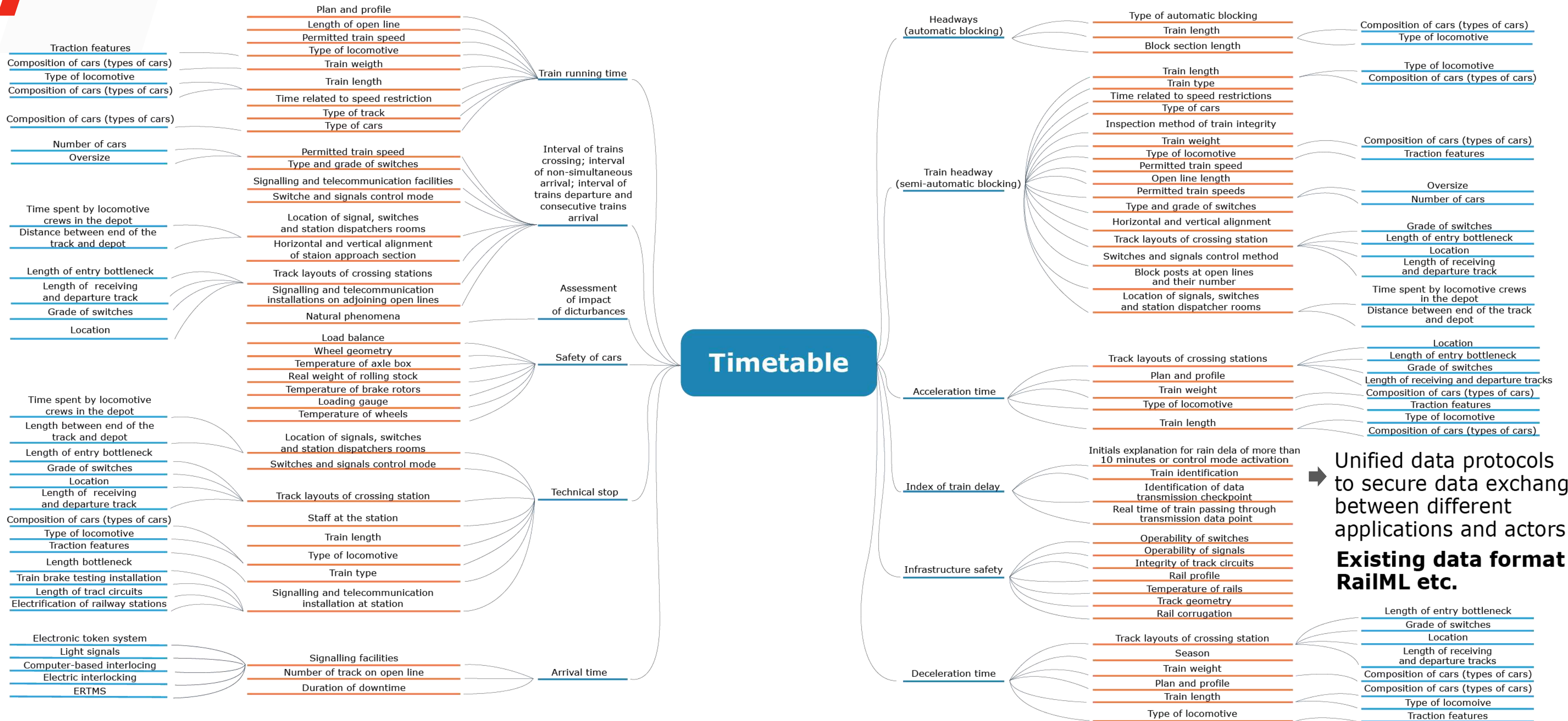
BDTM DATA MODEL

Parameters	Data type	Factors	Nickname	Methods ML/DS
Interval of trains crossing; interval of non-simultaneous arrival; interval of trains departure and consecutive trains arrival	Integer	Track layouts of crossing or overtaking stations	TopTrackUpd	ANN
		Signalling and telecommunications installations	AlarmsAndRel	
		Interlocking types	CtrlSwSig	
		Location of signals, switches and station dispatcher rooms	FamousPoints	
		Horizontal and vertical alignment of stations approach sections	PlanProfRP	
		Permitted trains speeds	MaxSpeedTrain	
		Type and grade of turnout	SwTypeMark	
		Signalling and telecommunications installations on adjoining open lines	TechOsnPegrStation	
		Track layout	Grade of switches Length of entry bottleneck Length of receiving and departure track Location	
		Train weight	Composition of types of cars Type of locomotive	
Train length	Composition of types of cars Type of locomotive			
Type of locomotive	Enumeration of traction features			
Permitted train speeds	Number of cars Oversize Track specialization			
Signalling and telecommunications installations at station	Length of track circuits Presence of brake charging and test operation device Length of bottleneck Electrification			
Location of signals, switches and station dispatcher rooms	Distance between end of the track and depot Time spent by locomotive crews in the depot			
Signalling facilities	Computer-based interlocking Electric interlocking Electronic token system Light signal ERTMS			



Feature	Cold Data	Warm Data	Hot Data
Interval of train crossing; Interval of non-simultaneous arrival; Interval of departure and consecutive trains arrival	+	+	+
Train running time	+	+	+
Headways with automatic blocking	+	+	+

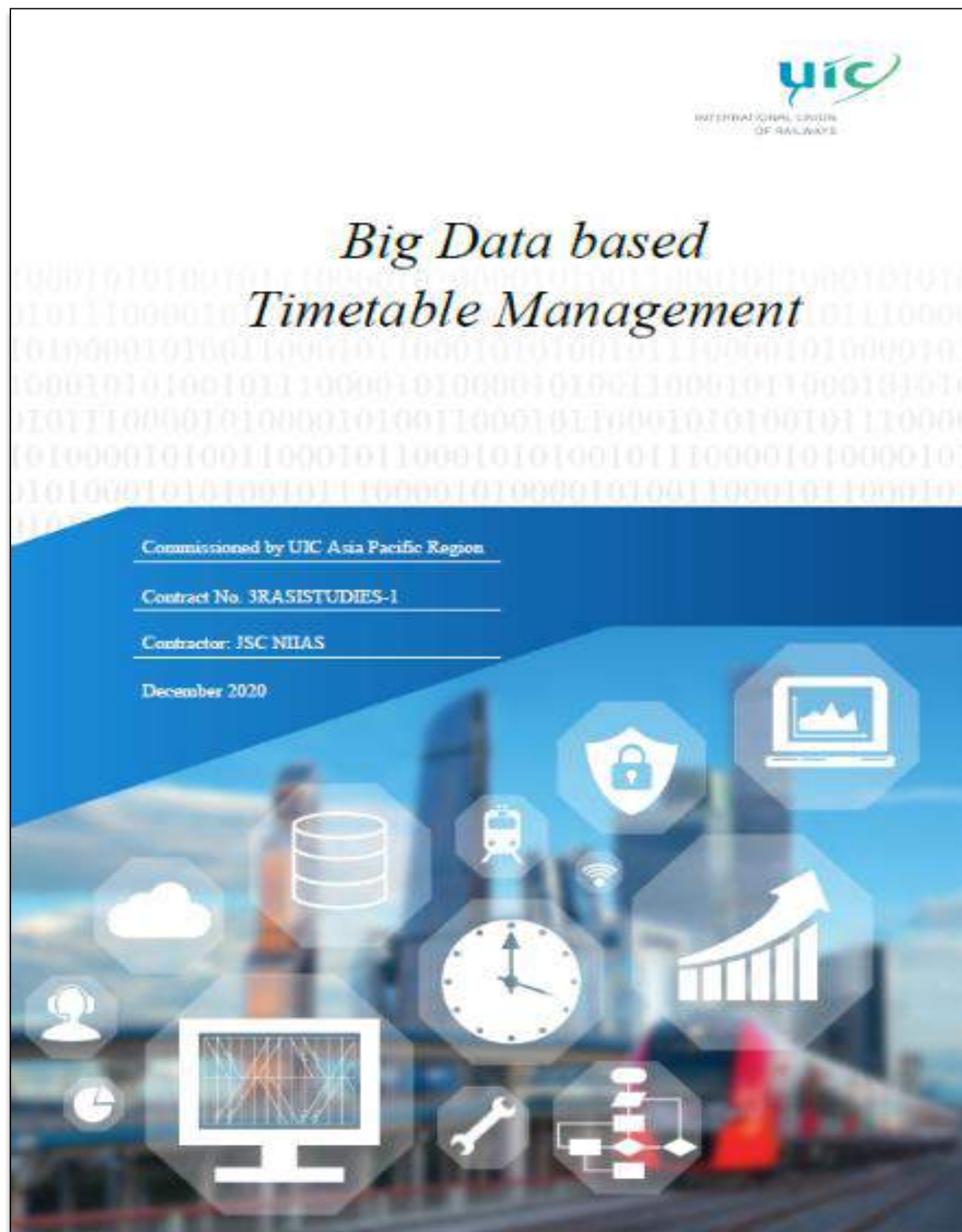
BDTM DATA MIND MAP



Unified data protocols to secure data exchange between different applications and actors
Existing data format → RaiML etc.

- Length of entry bottleneck
- Grade of switches
- Location
- Length of receiving and departure tracks
- Composition of cars (types of cars)
- Composition of cars (types of cars)
- Type of locomotive
- Traction features

UIC IRS POTENTIAL SCOPE



- 1 Standardization of the terminology and the concept of a timetable life cycle with specification of the stages where the recommended methods can be applied
- 2 Formalized description of timetable parameters and factors affecting them
- 3 Description of the requirements for databases and data storage tools (to secure transition to an adaptive timetable managed using advanced approaches)
- 4 Description of the requirements for hardware and software implementing Data Science methods (including mathematical and algorithmic components) for specific timetable aspects
- 5 Requirements for IT implementation of a timetable based on new methods
- 6 Requirements for safety checking of timetable solutions generated by Big data methods
- 7 Staff instructions for dealing with a timetable management system based on adaptive principles
- 8 Requirements for formalization of a data model related to a through planning and timetable generation and including all participants of the process
- 9 Requirements for labeling of a formalized data description of timetable parameters and factors affecting a timetable



JSC Research & Design Institute for Information Technology, Signalling and Telecommunications on Railway Transport



INTERNATIONAL UNION
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/ Thank you!



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Conclusion



INTERNATIONAL UNION
OF RAILWAYS

DIGIM II

Connected level crossing

Parinaz Bazeghi
Digital Project Manager

December 2020

DIGIM II

DIGIM II project was launched in 2019

Eight participating members: SNCF, SBB, Network Rail, RAI, Via Rail Canada, Ferrovie dello Stato Italiane, CARS and Infraestruturas de Portugal and partnership with Dassault Systèmes.

The objective is to improve safety at level crossings by connecting them to their surroundings.

DIGIM II

The emergence of new technologies and **connected infrastructures and vehicles** in recent years offers a new opportunity to increase safety at level crossings.

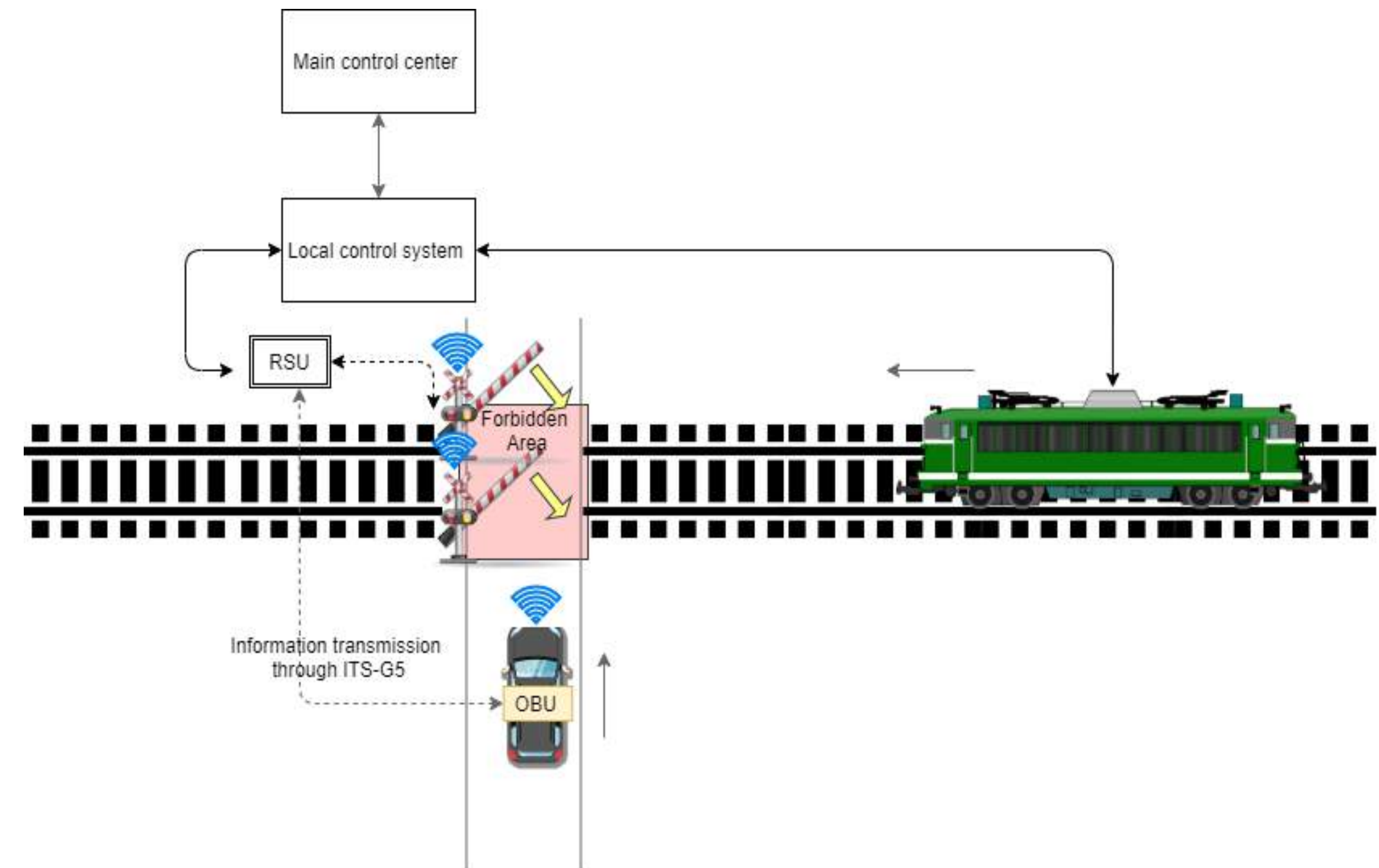
Advanced Driver Assistance System(ADAS): “vehicle-based intelligent safety systems which could improve road safety in terms of crash avoidance, crash severity mitigation and protection, and automatic post-crash notification of collision.”¹

DIGIM II

We defined a proof-of-concept of a new ADAS to make cars act safer around level crossings, modeled it digitally in a 3D simulation software (3DEXPERIENCE platform) and evaluated its performance under different scenarios.

Level crossing is connected to cars to transmit them necessary information including level crossing's status.

If no action or insufficient action is taken by the driver in case of a closed level crossing, the car will take control of the system(ADAS), slow down and stop safely before the barrier.



The next step

In DIGIM II an example of a simplified conceptual architecture of the system was designed, simulated and evaluated using 3DEXPERIENCE platform.

It showed that several simulation technologies could be connected together within the same digital platform, to define, study and simulate a complex system that connects a level crossing with an automobile.

In the next step, the potential cooperation with a car manufacturer will be evaluated to develop the system and possibly test the product in real environment.







INTERNATIONAL UNION
OF RAILWAYS

Stay in touch with UIC:

www.uic.org



#UICrail

Thank you for your attention.

Programme

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Introduction by UIC

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Customer Service Automation for Railways

UIC Winner in the Productivity Category

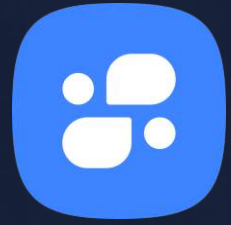
December 11, 2020

Proprietary and Confidential | Mindsay © 2020 All Rights Reserved

PART 1

Solution Overview for Rail Companies





OVERVIEW

Global leader in Conversational AI for the Travel & Mobility industries

OFFICES

Paris

New York

OURS BOTS HAVE HELPED

6M+ customers

FOUNDED

2016

EMPLOYEES

40+

ARR GROWTH

4.5X/YR

FUNDING

\$12M

ENGINEERS

30%

CLIENTS

30+

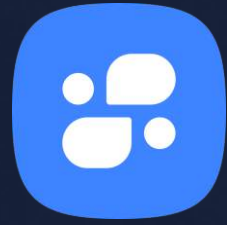


OUR GOAL

We help customer service teams overcome common challenges

- ✓ Automate large volumes of customer requests
- ✓ Eliminate time-consuming processes
- ✓ Optimize role of human resources





Fully-trained AI chatbots specific to rail & mobility

The image shows a screenshot of the RATP website with two chatbot overlays. The website header includes the RATP logo, navigation links (Itinéraires, Horaires, Plans, Visiter Paris, En direct du groupe RATP), and a search bar. The main content area is titled "Contact service client".

TGV Lyria Chatbot (Franz - Virtual assistant):

- Header: Lyria TGV Lyria Franz - Virtual assistant
- Message: Hello! I'm Franz, I am your new virtual assistant.
- User input: How can I help you?
- Buttons: What can you do?, COVID-19, €49 / CHF 55* all year round

ThalysBot Chatbot:

- Header: ThalysBot Hello, any questions ?
- Message: Hello! I am the ThalysBot. You can simply ask me a question or click on one of the categories below.
- Message: To better be able to protect your privacy, please don't mention any personal information unless I ask you specifically (more information on the privacy policy).
- Buttons: Information regarding Covid-19, Traffic info, Destinations, Offer

Website Content:

- Header: à demain
- Navigation: Itinéraires, Horaires, Plans, Visiter Paris, En direct du groupe RATP
- Section: Contact service client
- Message: Bonjour ! Je suis le chatbot de la RATP. Je vais vous aider à trouver les réponses à vos questions. Au fil des échanges, vous pourrez remplir un formulaire en lien avec votre demande, ce dernier sera directement transmis à notre Service Clientèle.
- Input: Tapez votre question ou laissez-vous guider en cliquant sur les boutons ci-dessous
- Buttons: Comment ça marche ?, Découvrir le périmètre de Relation Client
- Footer: Créé par Mindsay



Why Mindsay for Rail?



Library of Use Cases

Our bots are pre-trained using millions of rail-specific conversations.



Low-Code Interface

Our platform is designed to allow both developers and business users to easily build, maintain, and improve their bots.



Ability to Connect

Our travel-specific integrations allow you to connect with APIs and existing platforms.

PART 2

Rail Customer Success Stories & Productivity Use Cases





USE CASES

Exchanges & refunds

Salesforce handover

COVID info

Train schedules

Booking

EU Destinations

FAQs

RESULTS

99% automate rate

TESTIMONIAL

“Mindsay’s technology allows us to constantly improve and innovate. Their integration with Salesforce significantly boosts our agents’ productivity and has cut down time to resolution. This ultimately allows us to better serve our customers.”



Stephan Kramer
Customer Service Program Manager, Thalys

CUSTOMER STORY



ThalysBot
Hello, any questions ?



Hello! I am the ThalysBot. You can simply ask me a question or click on one of the categories below 📌 .



To better be able to protect your privacy, please don't mention any personal information unless I ask you specifically 🗨️ (more information on the privacy policy).

Information regarding Covid-19

Traffic info 🕒

Destinations 🏠

Offer 🚆





USE CASES

- Itineraries
- Loyalty program
- Departure information
- Alerts
- Zendesk handover
- COVID info
- FAQs

RESULTS

50% reduction in customer support tickets

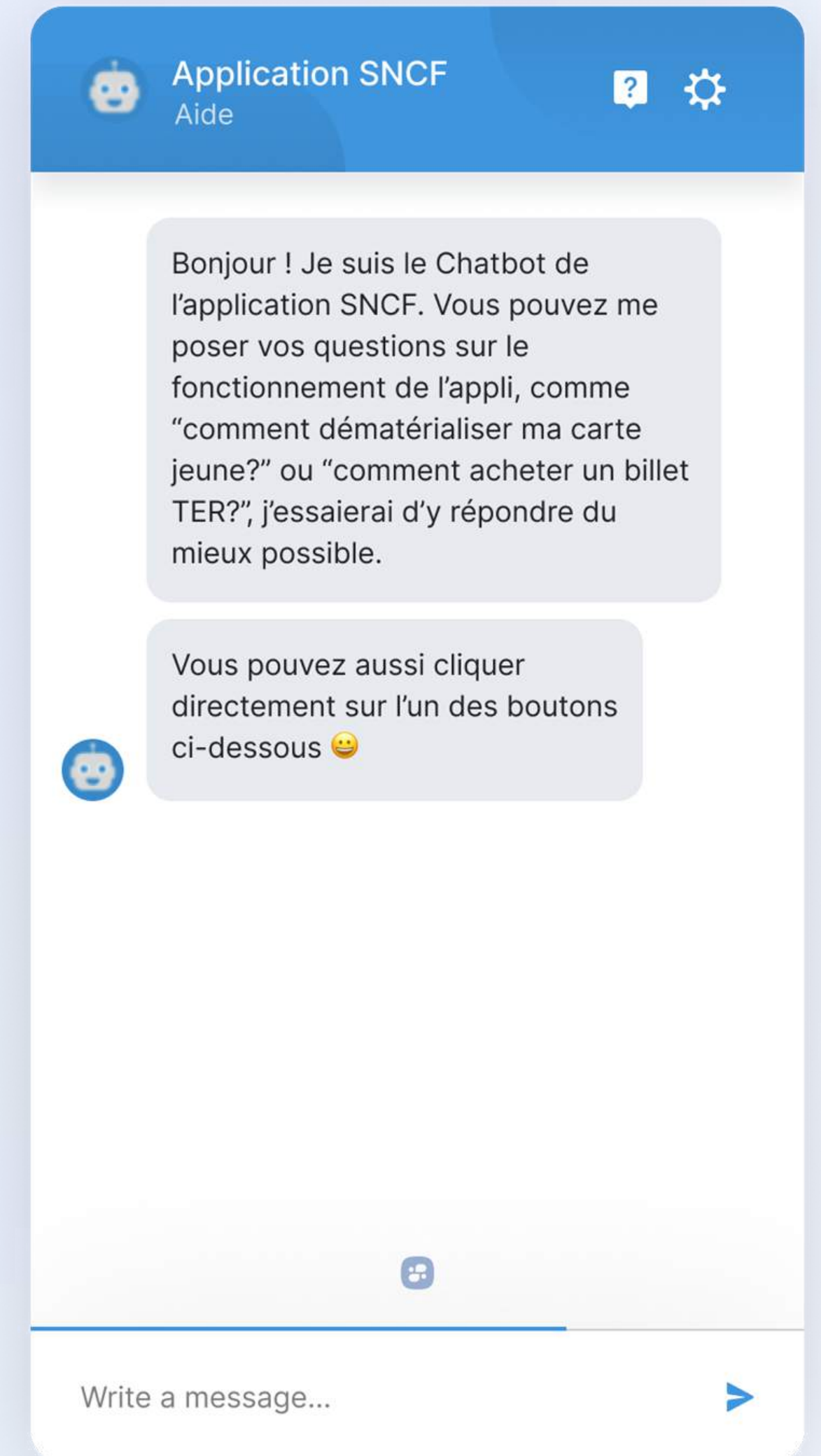
TESTIMONIAL

"We've reduced the number of requests our customer support team receives on Zendesk by 50%."



Christine Daugeron
Mobile App Director, SNCF

CUSTOMER STORY





USE CASES

- Live transit info
- Alerts
- Station issues
- Commuter passes
- Itineraries
- Paying fines
- FAQs

RESULTS

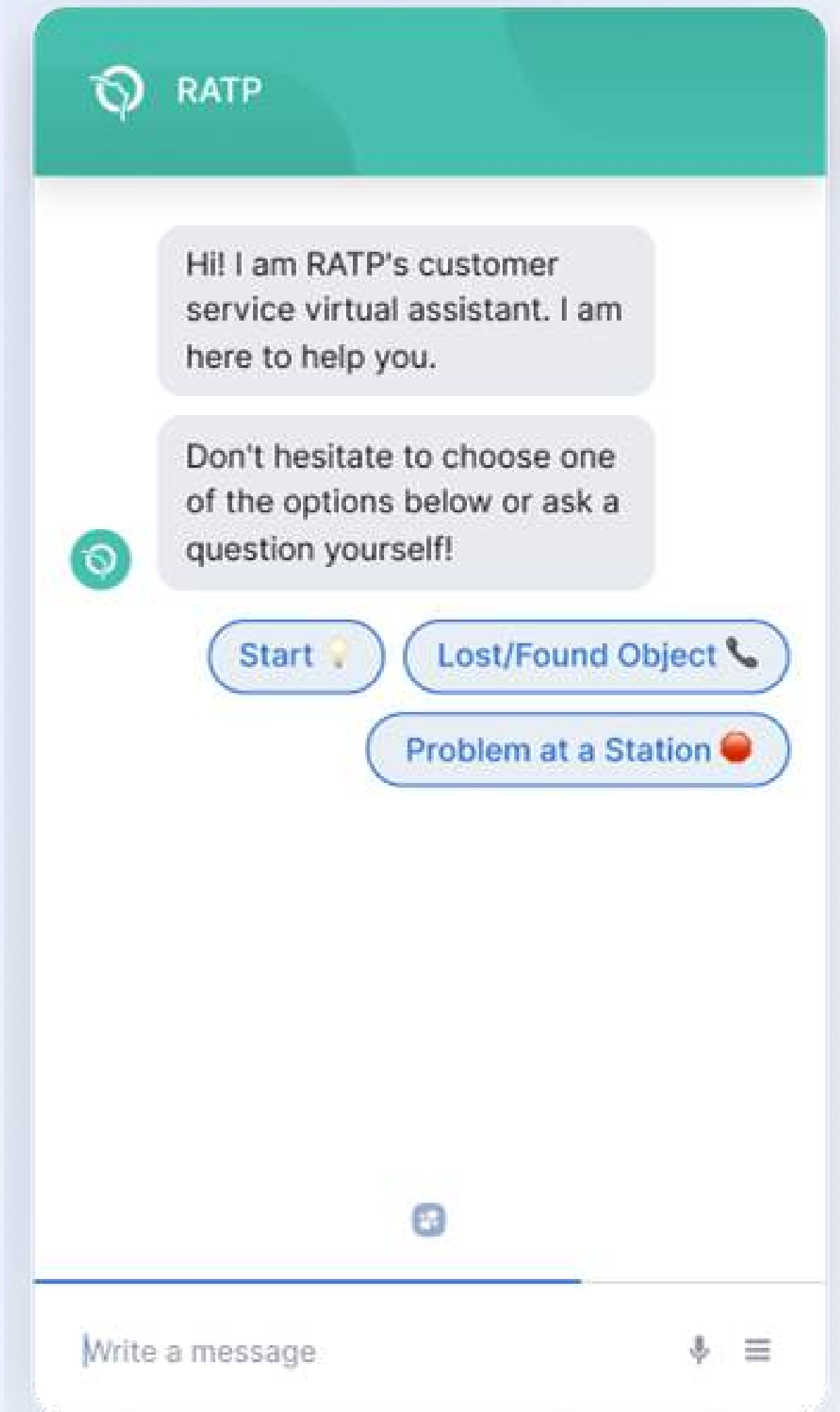
\$19.90 saved per customer request
84% of conversations automated

TESTIMONIAL

“Mindsay has shown its ability to develop an innovative solution while integrating with our technical and regulatory constraints. They’ve been able to offer solutions for blocking issues while keeping in mind the need to streamline the customer journey.”

Customer Service Exec, RATP

CUSTOMER STORY





USE CASES

Exchanges & refunds

COVID info

Train schedules

Booking

Onboard services

FAQs

RESULTS

2,000 customer requests deflected per month

TESTIMONIAL

“Mindsay allows us to facilitate our clients' journey by helping them 24/7 in finding answers when they don't have time to search the entire website.”



Fanny Blandenet, Web & Mobile Manager, TGV Lyria

CUSTOMER STORY



TGV Lyria
Franz - Virtual assistant



Hello! I'm Franz, I am your new virtual assistant.



How can I help you?

What can you do?

COVID-19

€49 / CHF 55* all year round



Write your message here...





PRODUCTIVITY USE CASES

Cancellation & refunds

Offer travelers automated cancellation and refund options

My train has been canceled and I want a refund.



You can apply for compensation if your train has been canceled or delayed more than 30 minutes.



Request a refund online or contact an agent

Request a refund

Contact a support agent



PRODUCTIVITY USE CASES

Change or add information

Change a passenger's name, email, and other personal information using APIs.

I need to change the email on my booking

What's your PNR?

QBFZHU

Thank you, and your last name?

Harrison

Passenger Booking code QBFZHU

John Harrison
johnh@gmail.com

Please confirm the details we have on file for your booking are correct

Confirm



PRODUCTIVITY USE CASES

Ticket exchanges

Manage and process passengers' ticket exchange directly from the bot.

The screenshot shows a chatbot interface with a light blue background. The chat history includes:

- User: I need to change my travel date
- Bot: What's your PNR?
- User: QBFZHU
- Bot: Thank you, and your last name?
- User: Harrison
- Bot: What date you like to change this trip to?
- User: December 3
- Bot: Here are the trains available on Dec 3, 2020:

At the bottom, there is a photo of a city street with a red sign and a building. The text overlay on the photo reads: "Kyoto - Tokyo 12/03/2020".

PART 3

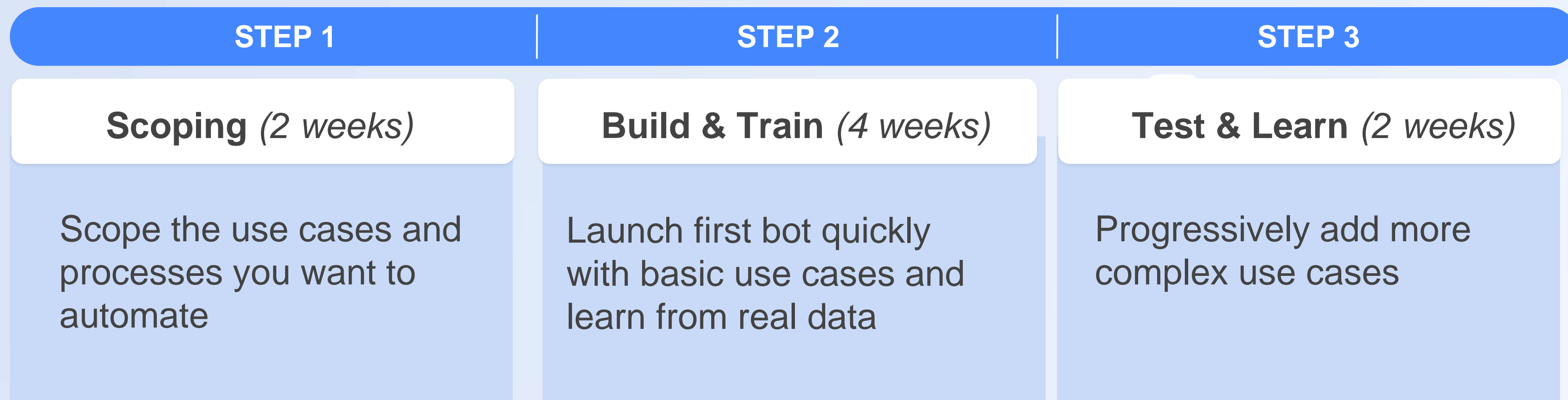
How to Get Started with Mindsay





How to get started with Mindsay

- ✓ Live in 8 weeks
- ✓ 2 Experts needed from your Rail company
- ✓ Connected to your CRM



Thank you!

Contact: sales@mindsay.com



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Conclusion

WHEEL-RAIL INTERACTION MONITORING & DIAGNOSTIC SYSTEMS

Introduced by
Francesco MANNARA
IVM Co-Founder



Digital Railway Optimization on Wheel-Rail/Interaction
IMPROVING SAFETY & ENABLING 4.0 PREDICTIVE MAINTENANCE

**IVM's mantra is to
increase the frequency
of the
inspection measurements!**

WHEEL/RAIL INTERACTION MONITORING & DIAGNOSTIC SYSTEMS



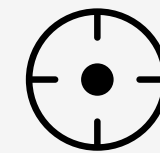
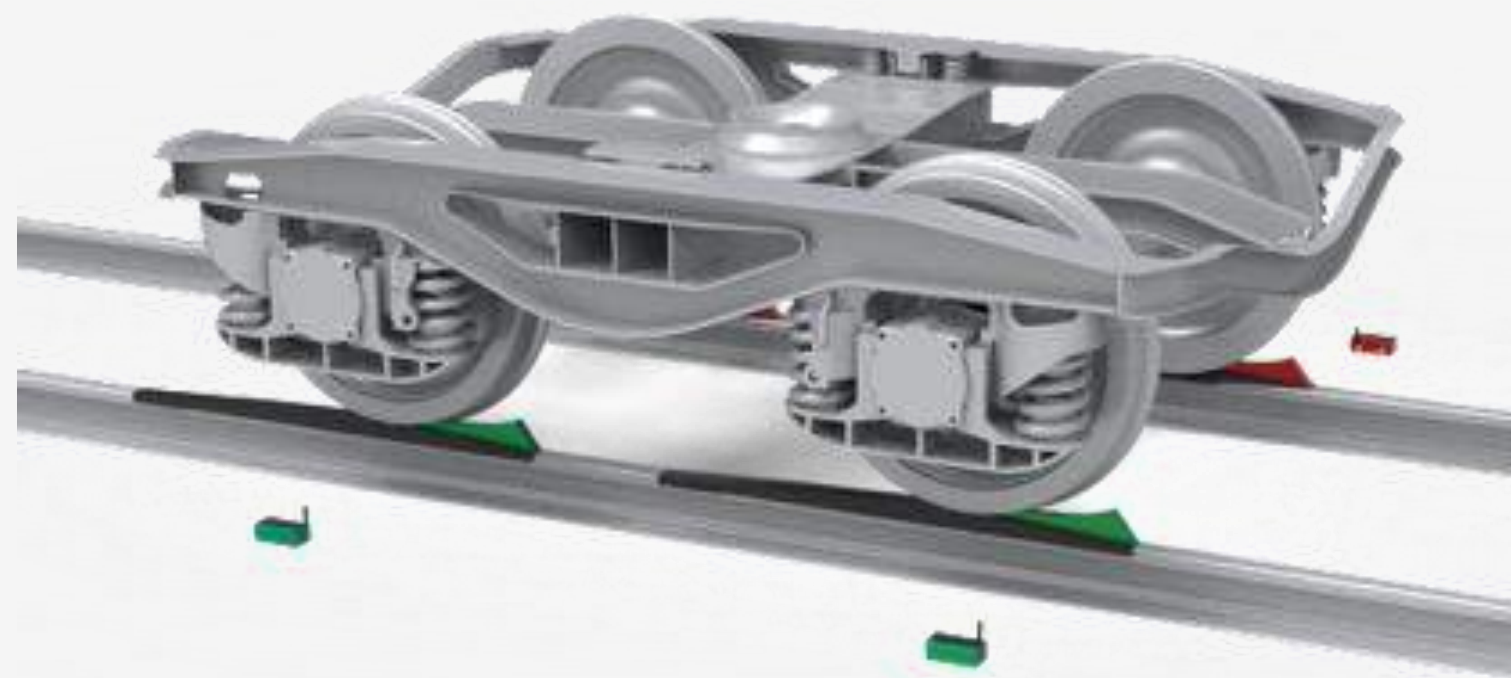
WEIGHT DISTRIBUTION

Static



POWERVE

Portable
Wheel Force Measuring System



WHEEL CONDITION

Dynamic



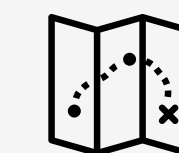
SWAN

Smart Wayside Accelerometric
Network



WHEEL/RAIL EFFECTS

Dynamic



OCTOPUS

On Board Train
Wheel/Rail Interaction Monitoring



OCTOPUS



POWERVE - POrtable WEigher for Railway VEhicles

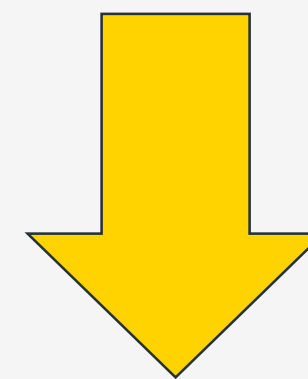


MEASURING THE VERTICAL FORCE DISTRIBUTION ON WHEELS AND WHEELSETS: FINALLY EASY, FAST, ANYTIME&EVERYWHERE!

- ✔ IT IS NO MORE NECESSARY TO MOVE THE ROLLING STOCK...
POWERVE GOES TO THE ROLLING STOCK
- ✔ **POWERVE** IS EASY & FAST! IT MEASURES A ROLLING STOCK IN MINUTES
- ✔ **POWERVE** ALLOWS A MORE FREQUENT VERIFICATION OF THE BALANCE
- ✔ **POWERVE** COMPARES MULTIPLE MEASUREMENTS OVER THE TIME



**EN 15654-2:2019
COMPLIANT**

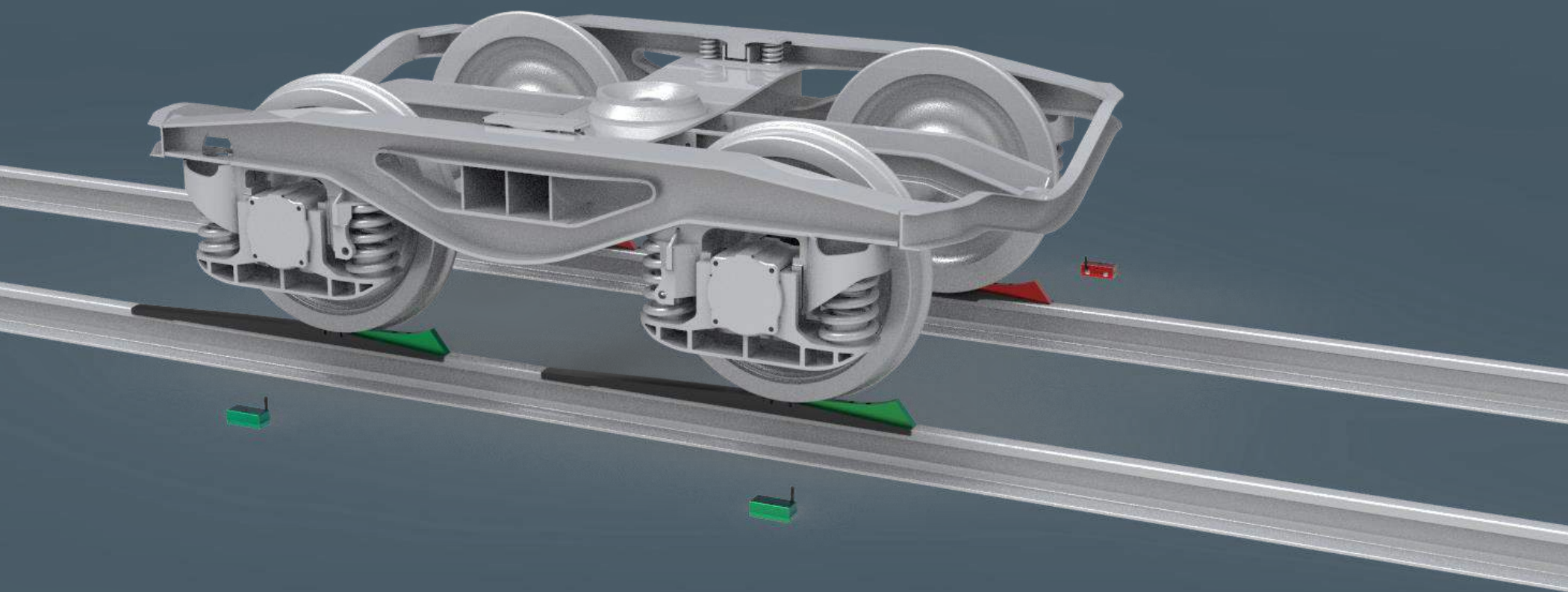


**POWERVE IMPROVES SAFETY & UNLOCKS PREDICTIVE
MAINTENANCE APPROACHES**

Patented & Certified

POWERVE

Portable WEigher for Railway VEhicles

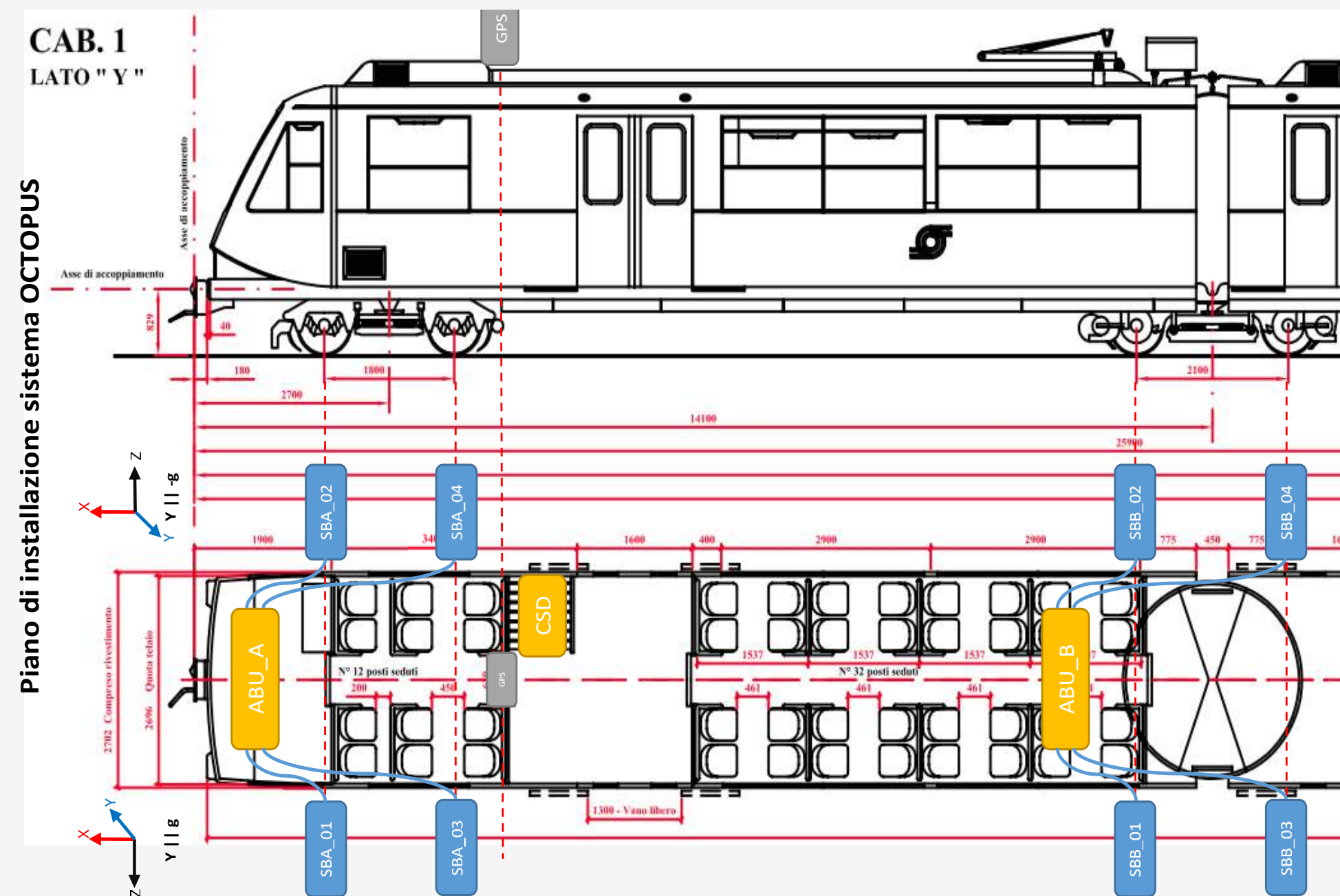


Wheel Force Measurement System



European Recognitions





Features of the Octopus system:

- 8 accelerometer sensors installed on the axle boxes of each bogie on the same platform.
- 3 measurement directions (X, Y, Z), where X stands for the direction of travel, Y and Z stand respectively for the transverse direction and the perpendicular to the top of the rail.
- GNSS, information related to speed, coordinates, altitude.
- Automatic recordings when the train is powered on with remote transfer to the server.

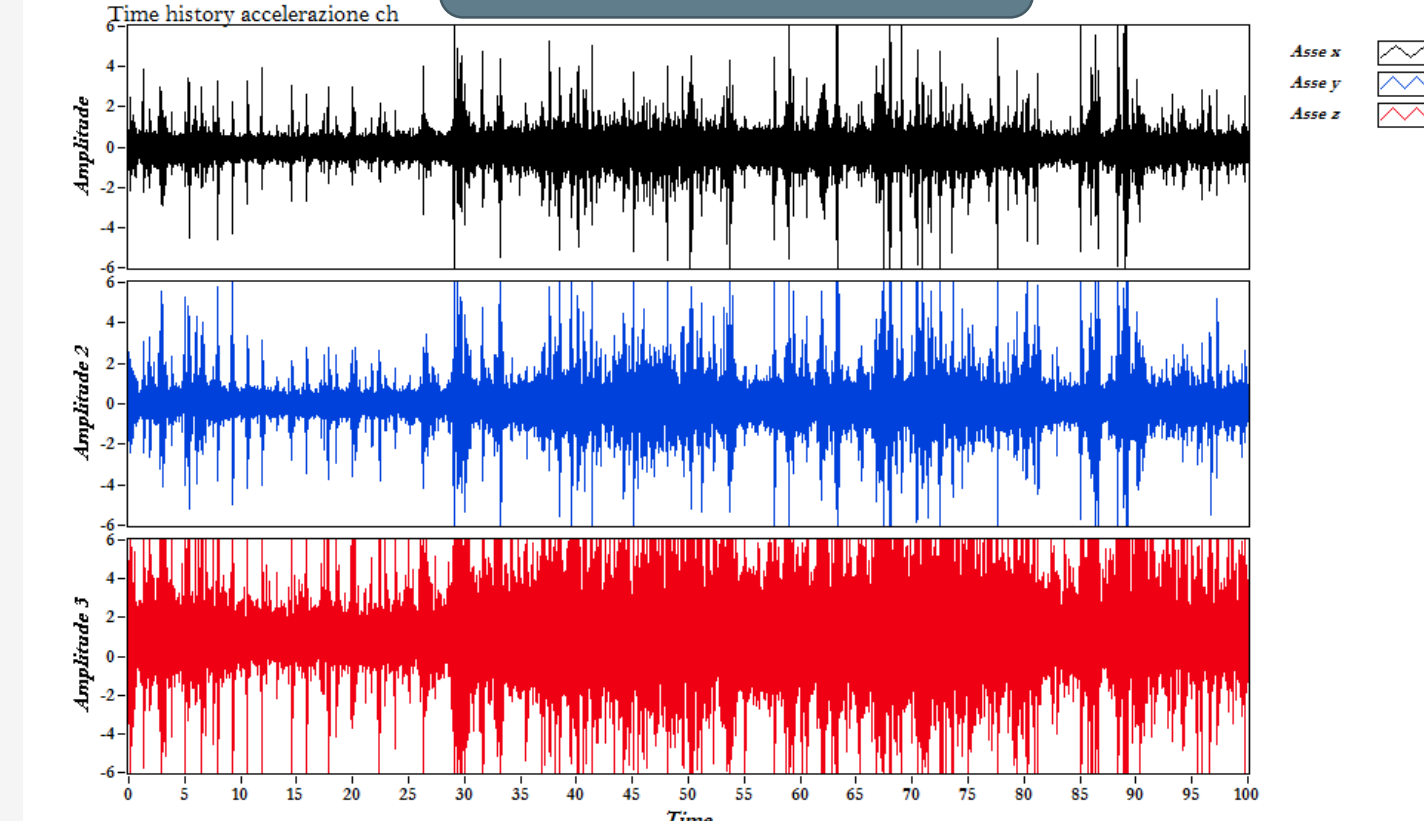
Measurement point



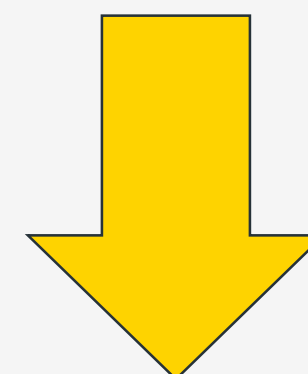
GNSS INFO



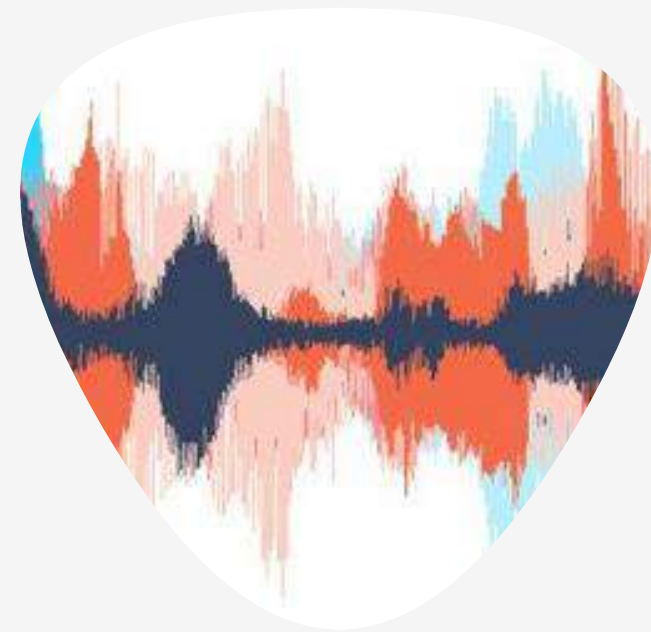
Accelerations



- ✓ OCTOPUS increases the frequency of the inspection measurements since it can be **installed** on any in-service operating train.
- ✓ OCTOPUS doesn't need to **interface** with the on-board systems.
- ✓ OCTOPUS is able to **locate** any **POI** up to a centimeter accuracy.
- ✓ OCTOPUS is able to **compare** multiple runnings over the time.



OCTOPUS IMPROVES SAFETY & UNLOCKS PREDICTIVE MAINTENANCE APPROACHES



DATA COLLECTION

GET DATA YOU CAN
TRUST

Advanced **measuring**
system



DATA TRANSFER

EFFICIENCY AND
SECURITY

Move the data from on board to the
processing Cloud



DATA COMPARISON

IN SPACE AND TIME

Compare the data from different **Trains**
and several **Transits**

The SWAN system was designed to acquire the accelerations transmitted at the wheel-rail interface, through which the quality of the contact surface of each passing wheel can be defined and evaluated: Wheel Quality Index, WQI.

Measurement components:

- 24 triaxial accelerometers based on MEMS technology (10+2 per rail);
- 2 inductive proximity sensors for detecting travel speed of the axles in the measurement area.

SWAN

MEMS based technology



WQI

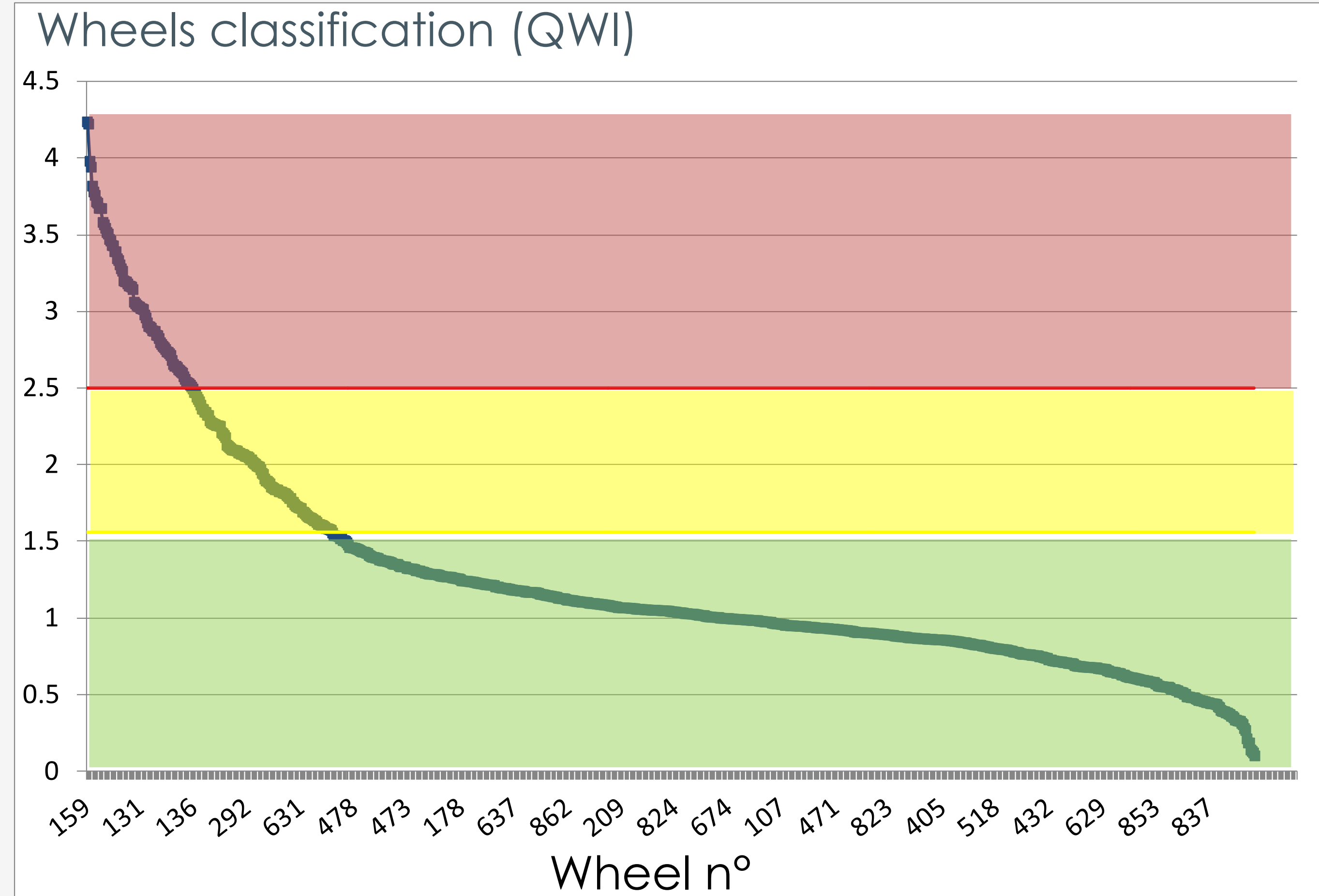


MEMS Accelerometers



Proximity sensors

- Parameter used for the calculation of the QWI to the reference speed (25 km / h)
- Mean on the n passages validated
- Classification of the 896 wheels as a function of the parameter
- Threshold values that indicate the assignment of the level to the data set examined

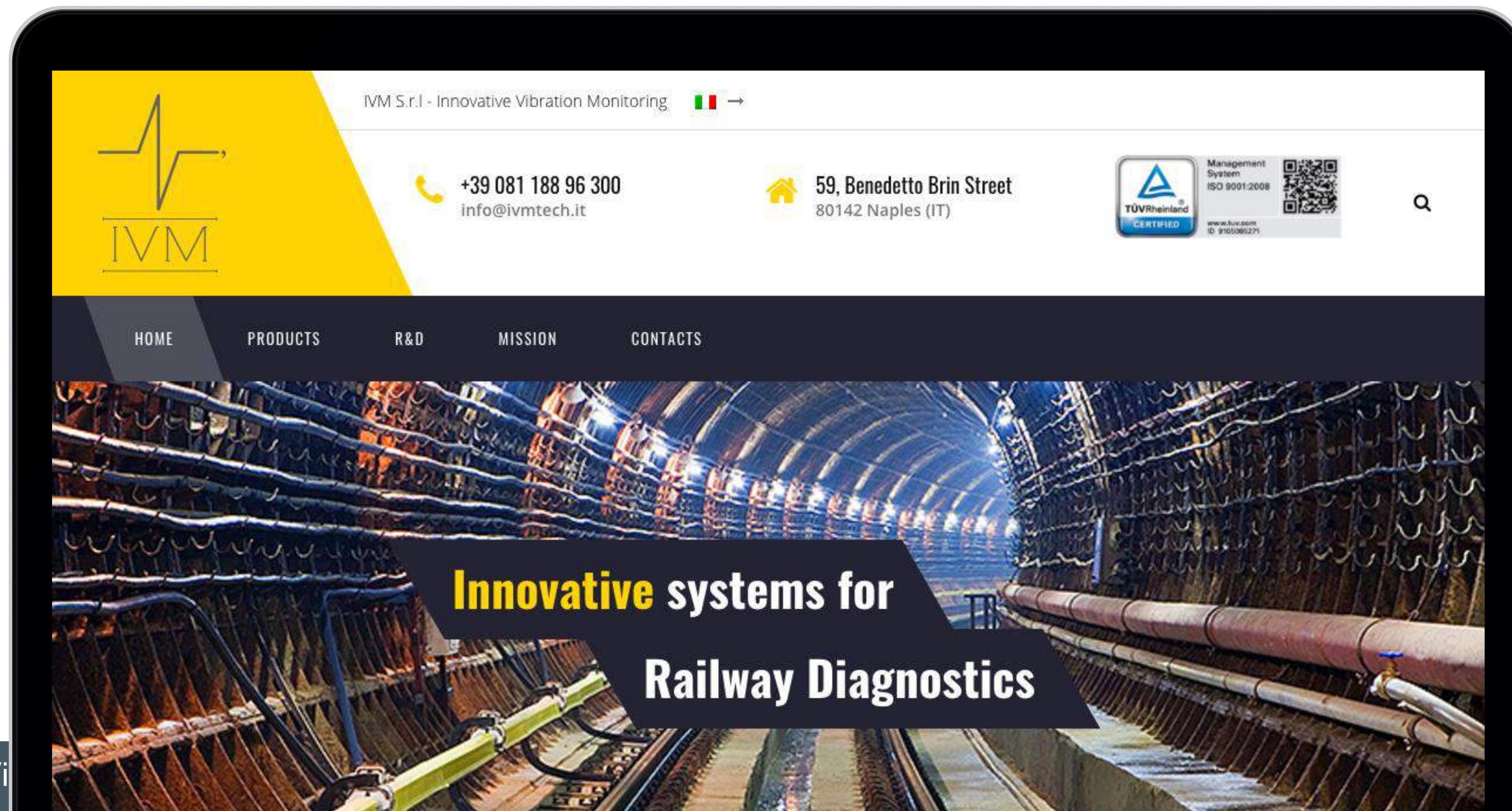


SWAN IMPROVES SAFETY & UNLOCKS PREDICTIVE MAINTENANCE APPROACHES

IVM – Innovative Vibration Monitoring

Knowledge to Safety

ivmtech.it



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Conclusion

SPEED

SAFE

SERVICE

QUALITY

Intelligent Marimo Analysis of Railway Accident Risk

Reporter: WangZhe

Beijing JingWei Information Technology Co., Ltd.

- Preface

Marimo





01

Background & Problem

● China Railway Scale Expanding



Railway
Development

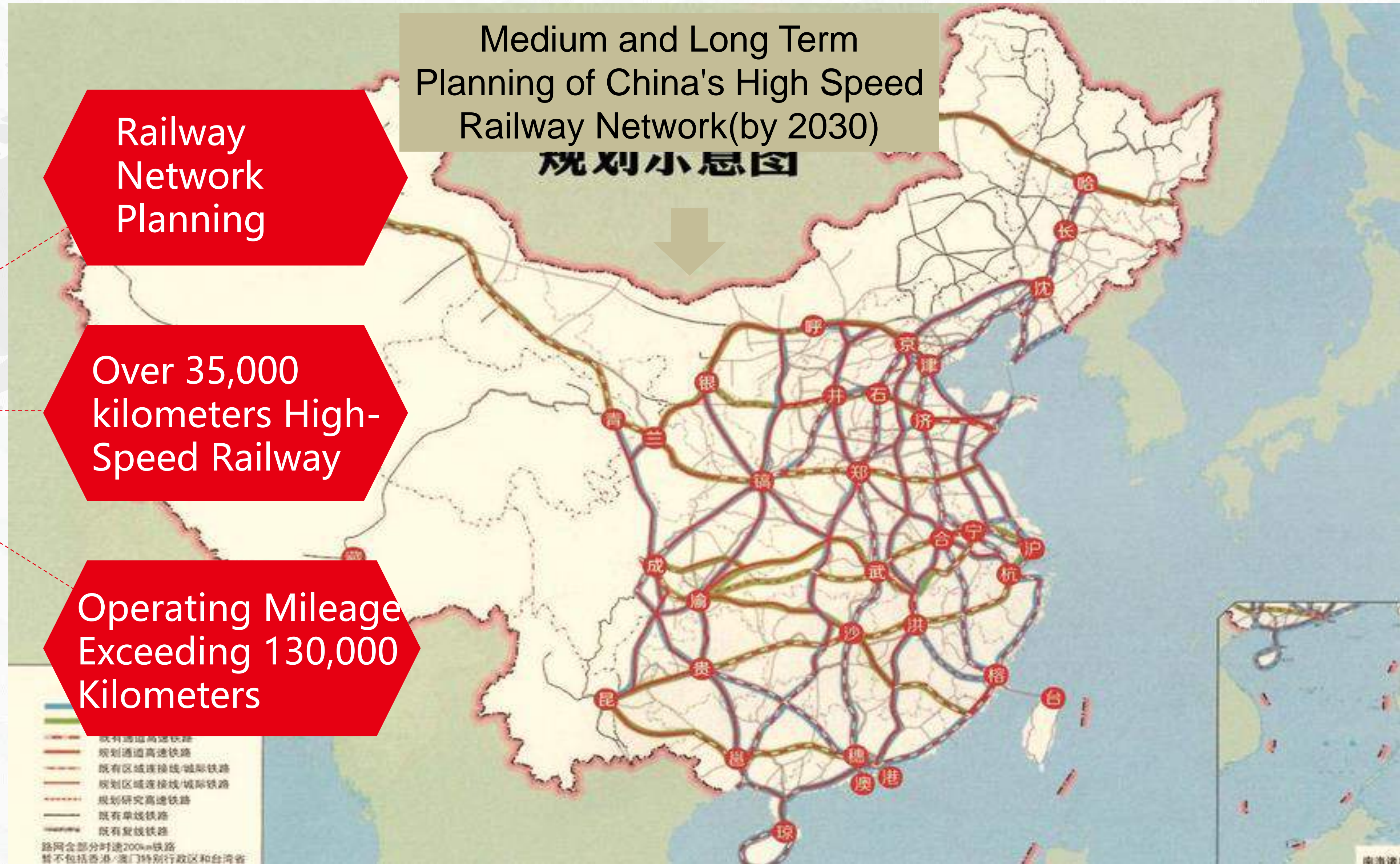
Railway
Network
Planning

Over 35,000
kilometers High-
Speed Railway

Operating Mileage
Exceeding 130,000
Kilometers

Medium and Long Term
Planning of China's High Speed
Railway Network(by 2030)

规划小总图



● The Risks of Railway



Huge Freight yard



Passenger Station



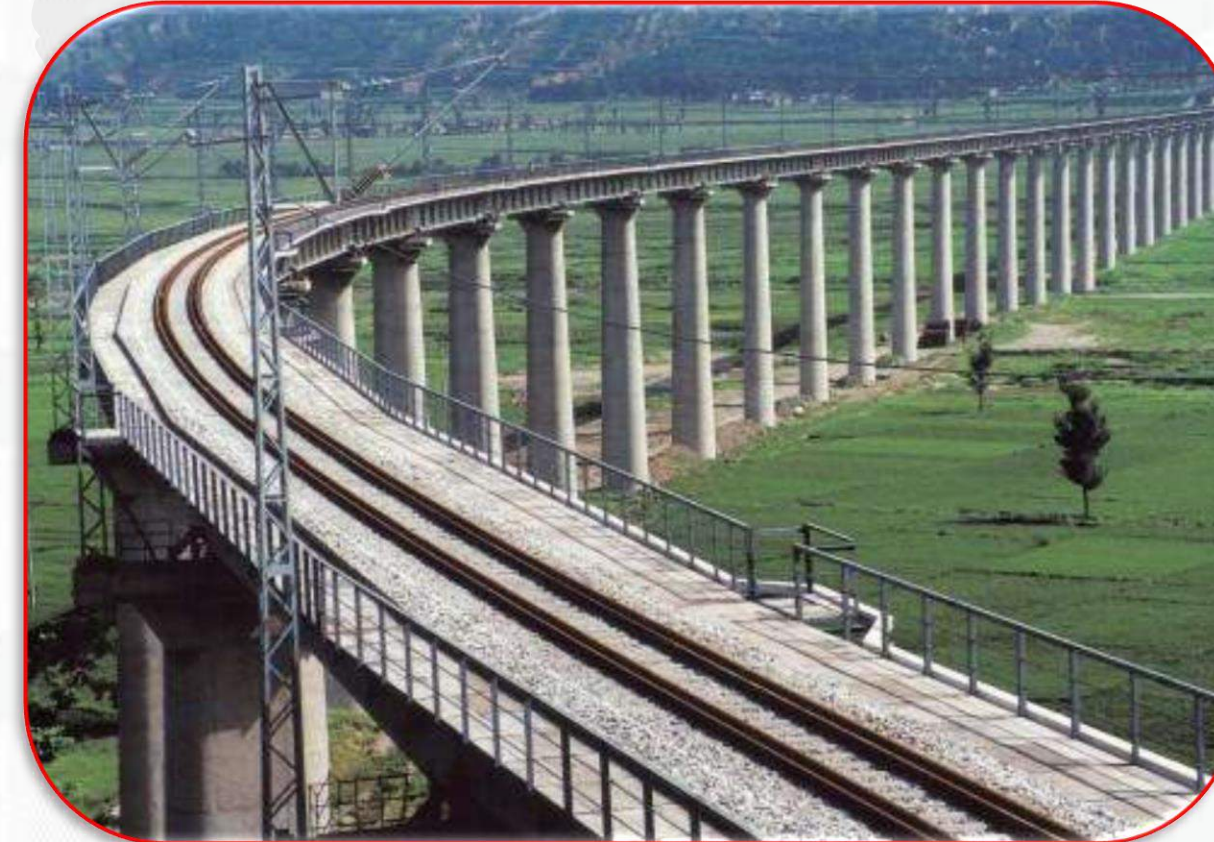
High Speed EMU



OCS



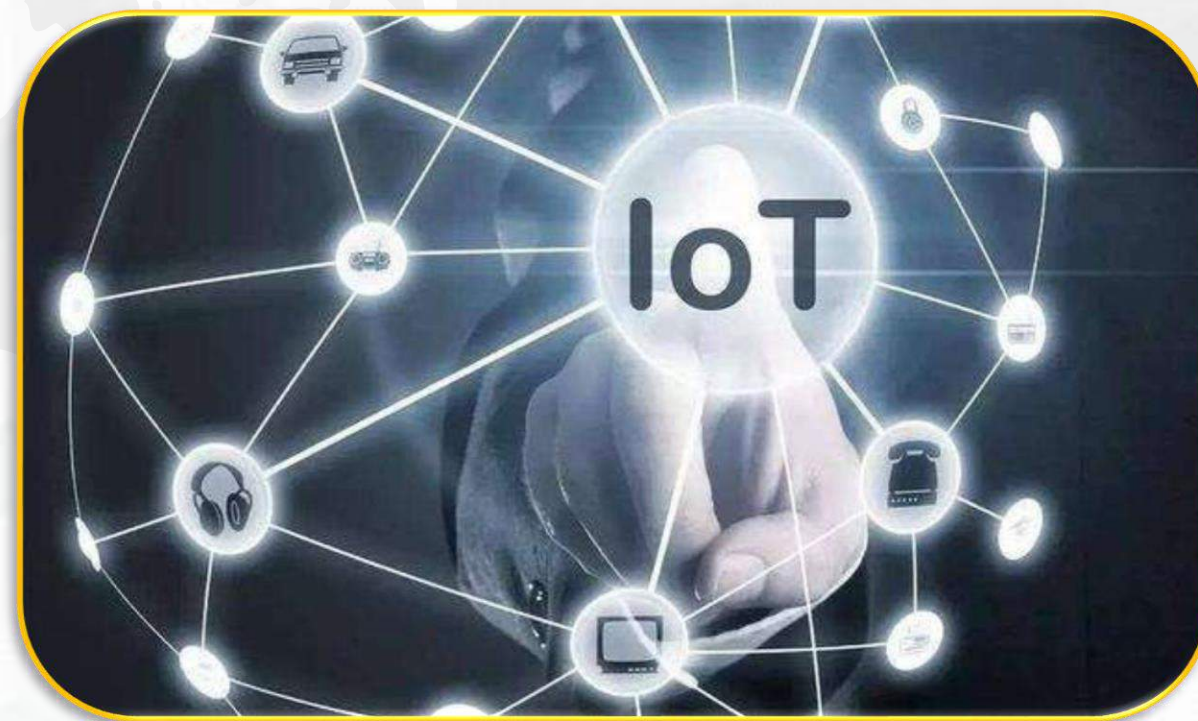
Complex bridge



Long tunnels

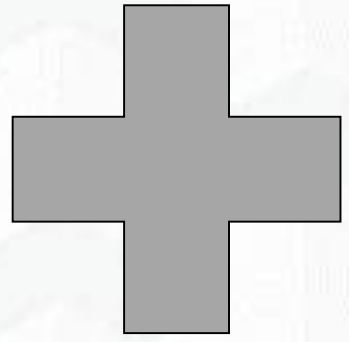


- Two basic ways to ensure safety



Technology

← Lots of research



Management

← Data lack of use

- What we do



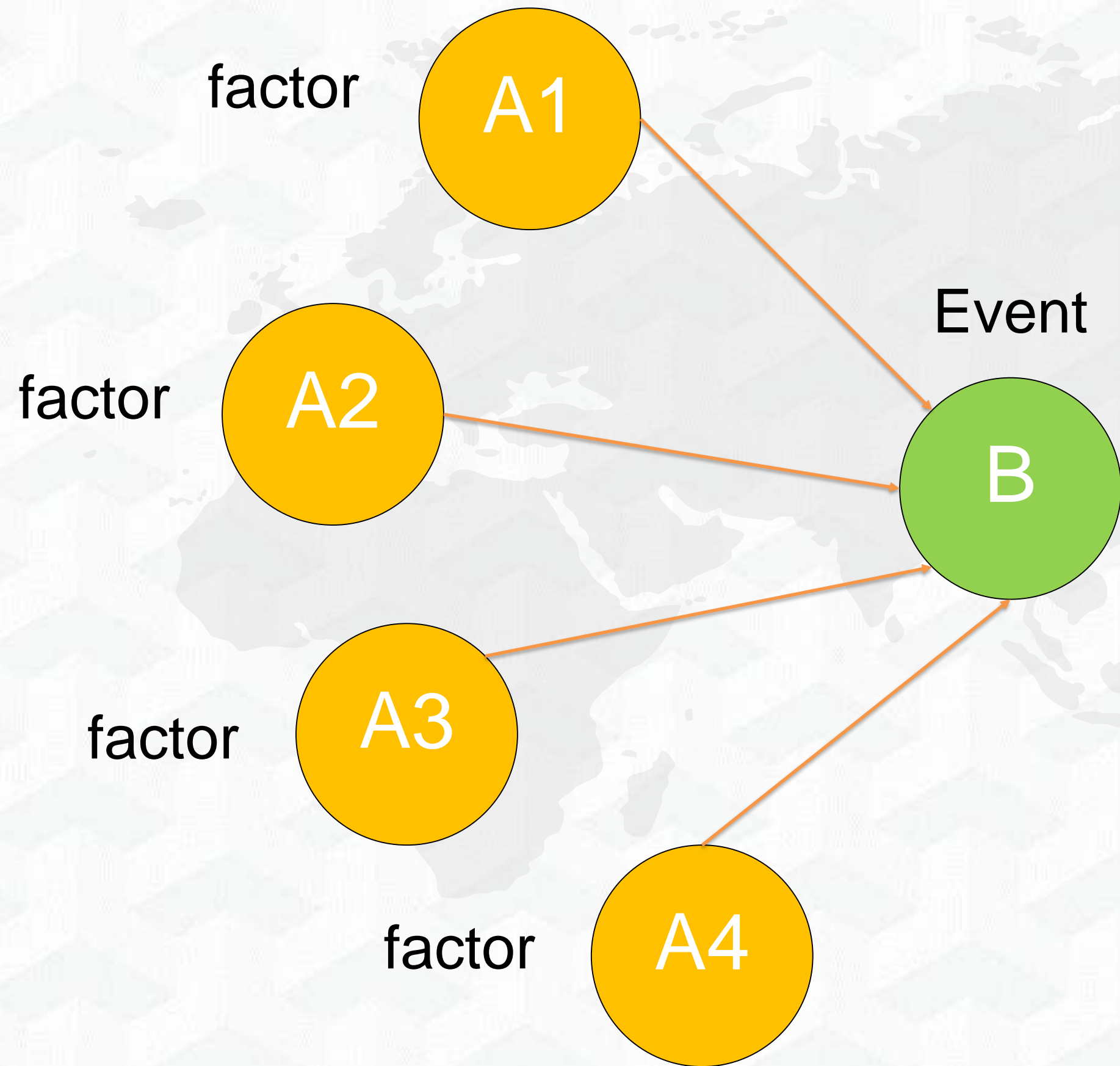
Put forward the utilization of management data to analyze the railway accident risk.



02

Accident Risks Analysis

- Basic concept



Factor A1,A2,A3,A4 are **necessary conditions** for event B.

To prevent B, we should make one of the factor (A1-A4) never happens.

Let's start from here.....

- Quick start for risk analysis



Step 1: Identify the risks of an organization

wrong
block zone

Wrongly
entered no
power zone

wrong
direction

Missed
Voucher

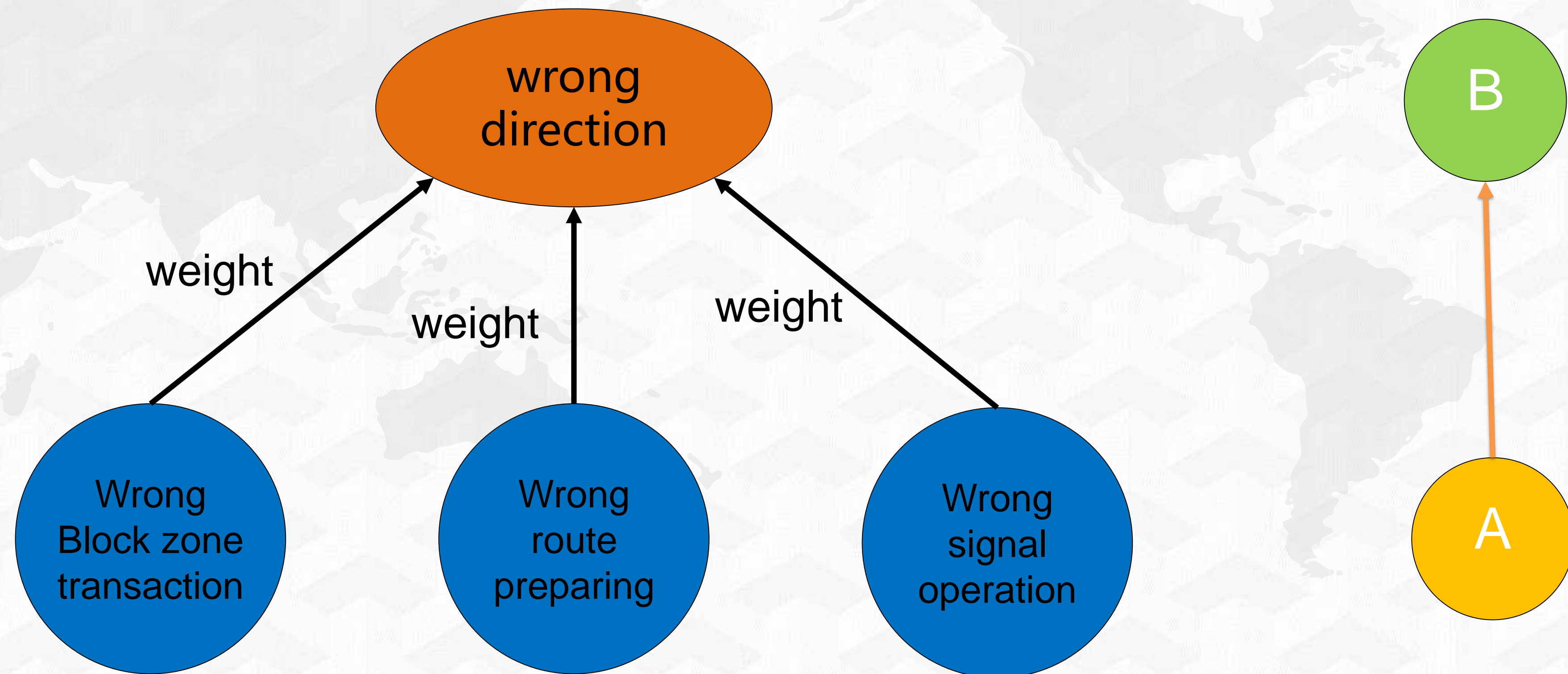
.....

Example : Risks of train reception and departure

- Quick start for risk analysis



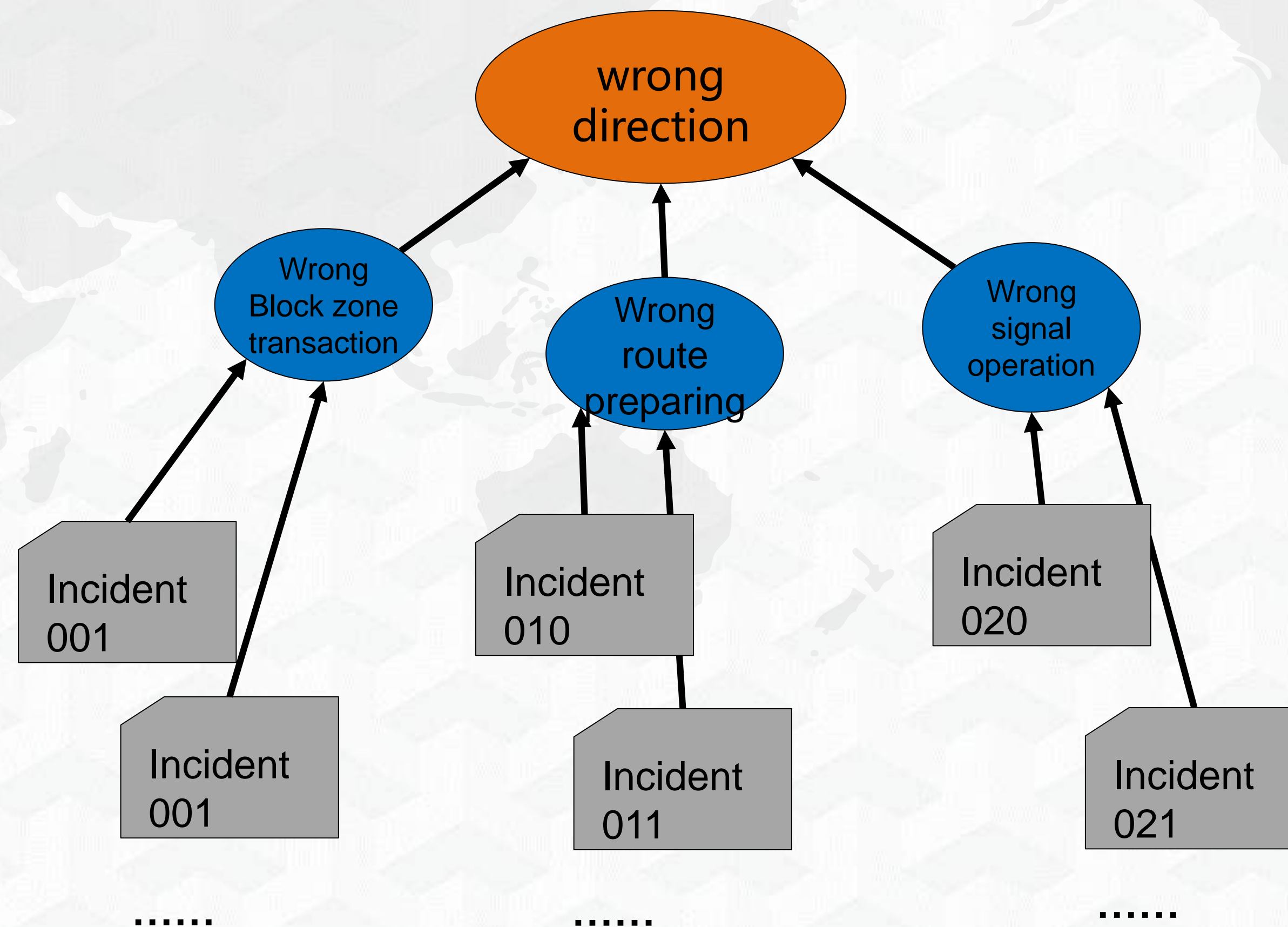
Step 2: Identify the necessary conditions of each risk



- Quick start for risk analysis



Step 3: Collect the past incidents related to the factors



- Quick start for risk analysis



Step 3-1: Key points explanations

Incident
XXX

What?

Wrong but not serious event, like mis-operation, duty officer leave without permission, missing items etc.

How?

Revealed and recorded by daily management and inspection.

Management
data

- Quick start for risk analysis



Step 3-1: Key points explanations

Why?

Incident
XXX

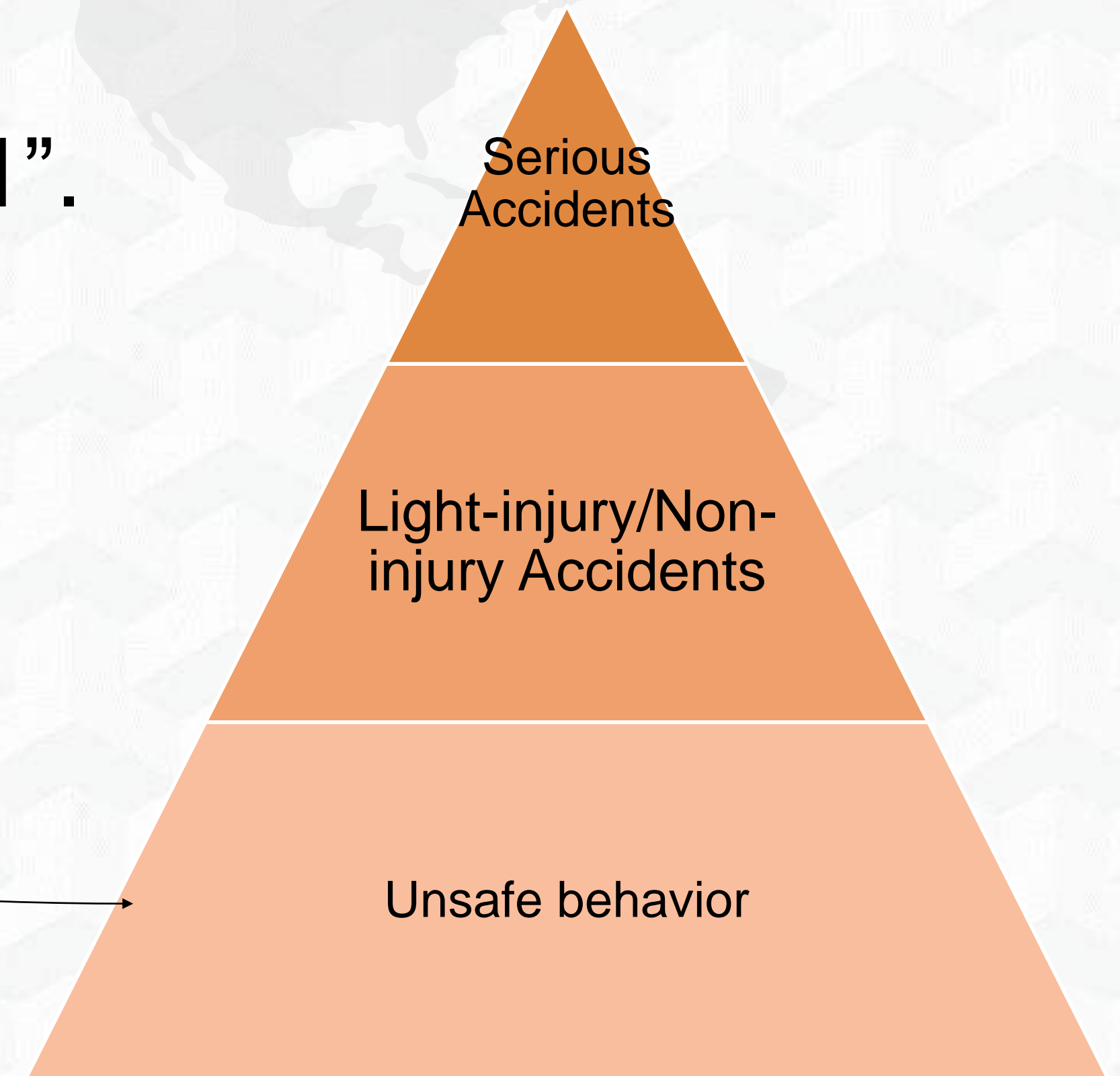
The famous “300 : 29 : 1”.

Heinrich's Law

Serious
Accidents

Light-injury/Non-
injury Accidents

Unsafe behavior



- Quick start for risk analysis



Step 4: Handle the real data



More than 20,000 safety supervisory and administrative personnel of the Railway Bureau record all harmless and medium-sized safety incidents discovered by on-site inspection through special mobile app.

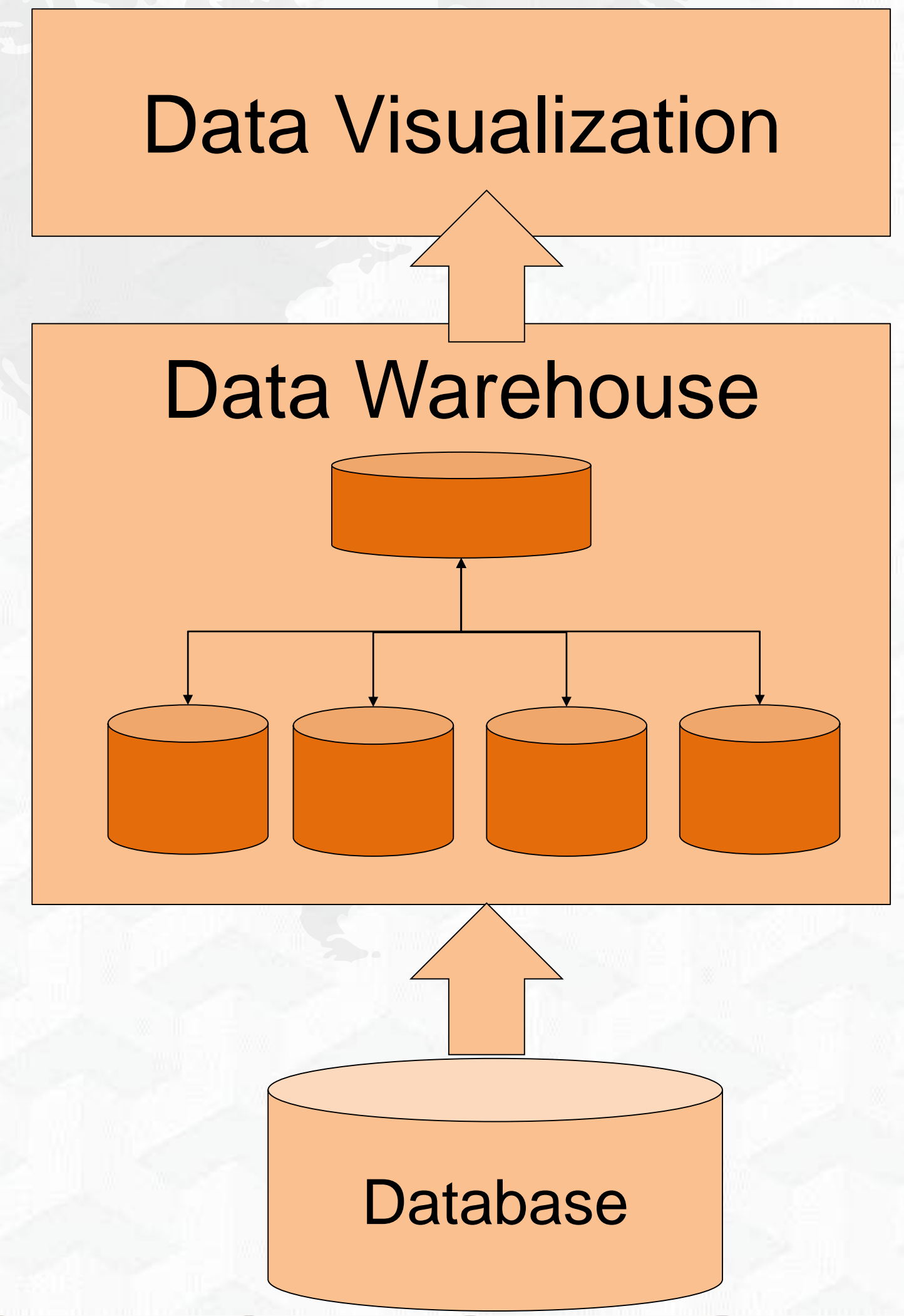
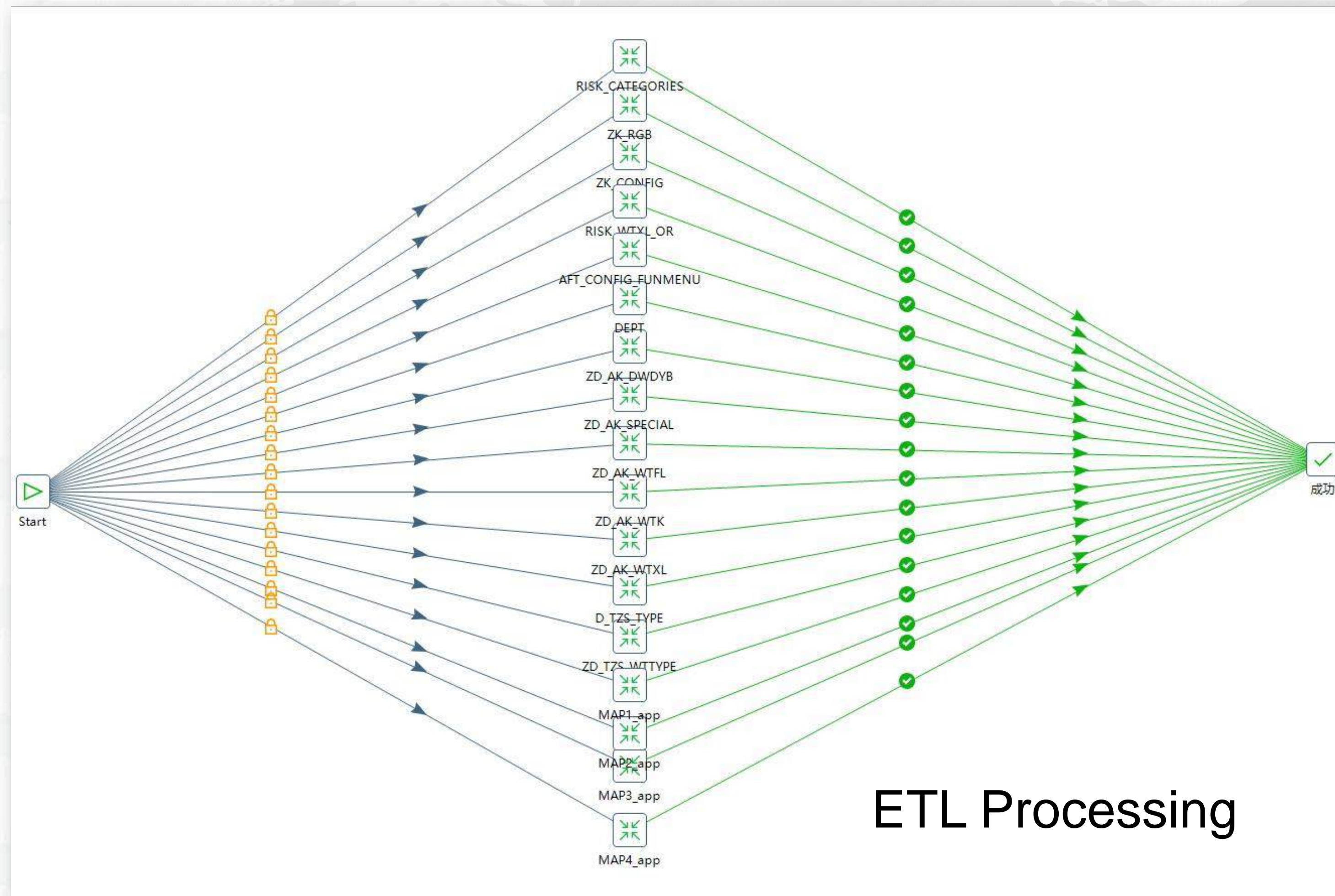
$$500,000 * 180 = 90,000,000$$

Within half a year, the number of data records is over 90 million.



- Quick start for risk analysis

Step 5: We need data warehouse



- Quick start for risk analysis



Step 6: Data mining

Risk assessment function:

$$H(I) = \sum_{i=1}^n w_i F(i) = \sum_{i=1}^n \sum_{j=1}^m w_i E(j) T(j)$$

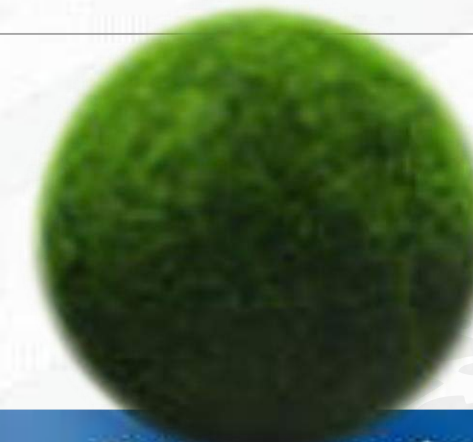
Time Decay Function Model of
Newton's Cooling Law:

$$\frac{dT(t)}{dt} = -k(T(t) - H)$$

$$T(t) = T(t_0) \times e^{-k(t_0-t)}$$

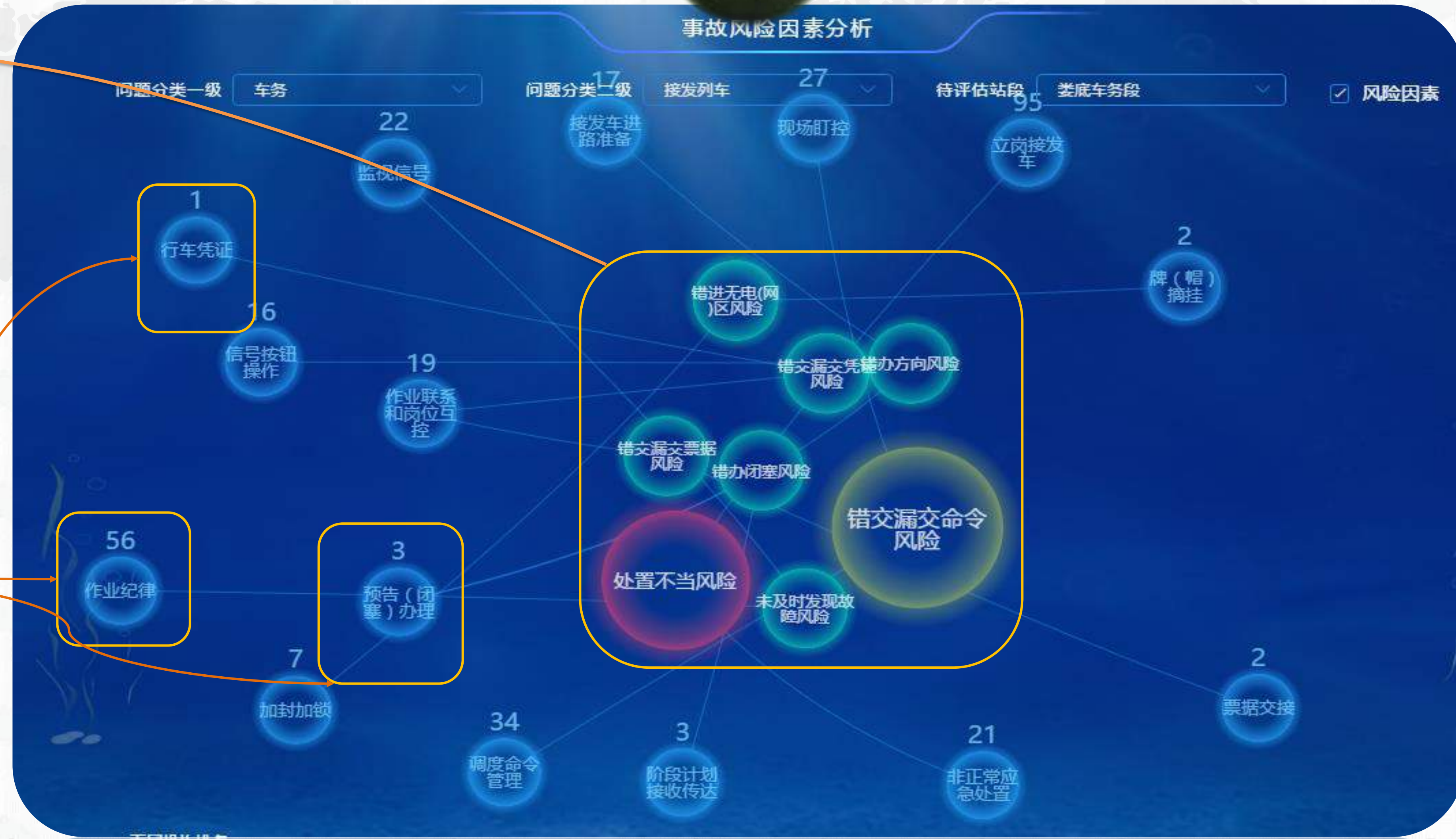
- Quick start for risk analysis

Step 7: Data visualization

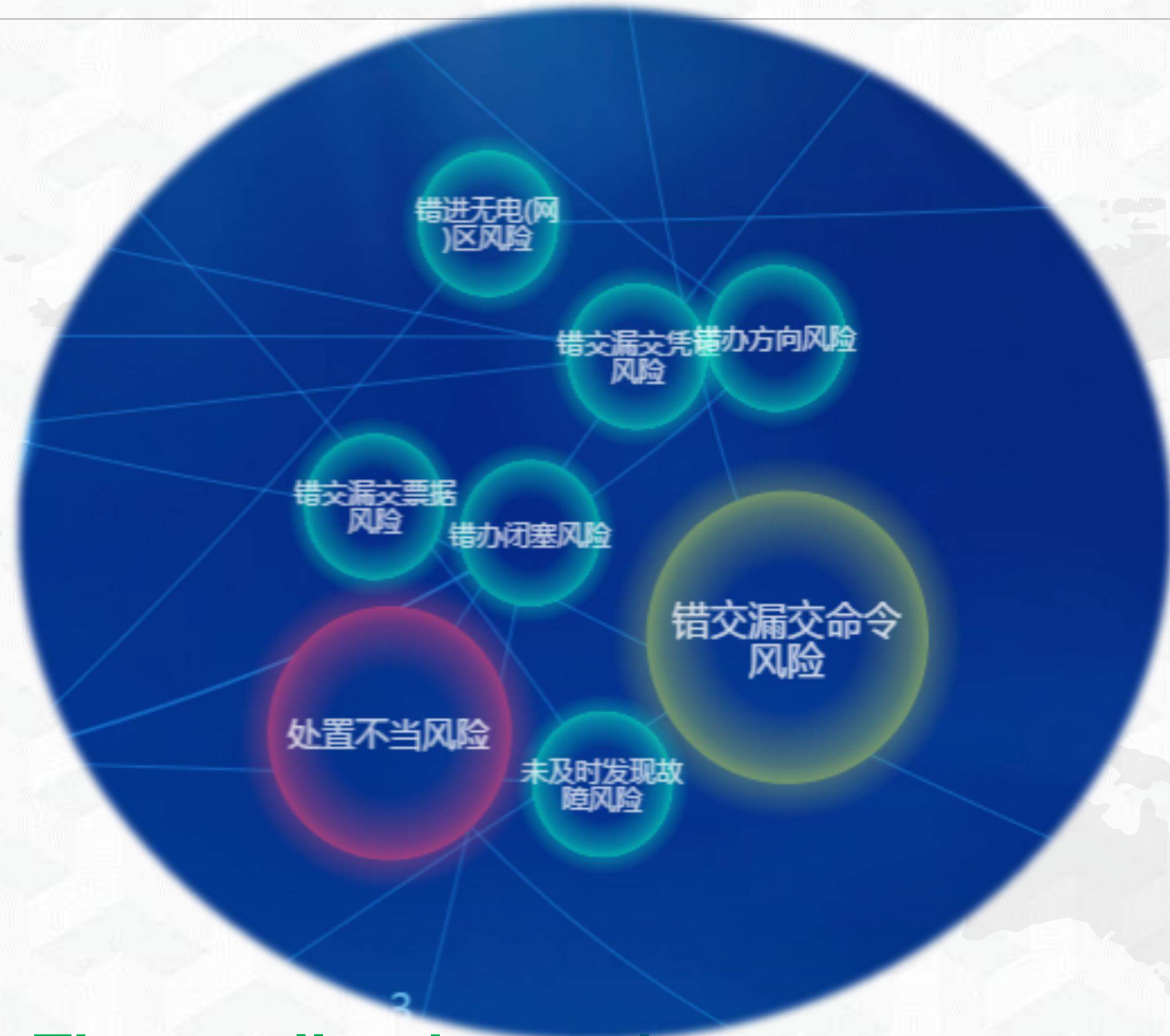


status of the risks.

risk factors



- Quick start for risk analysis



The bigger the marimo and the redder the color, the higher the risk level.

The smaller the marimo and the greener the color, the lower the risk level.





03

Application Effect

- **Warning appears**



There are 19 train management sections under a Railway Bureau's Administration in southern China. Taking two types of accident-prone in train receiving and dispatching and shunting operation as examples within last one year:

449 yellow marimo warnings appears

449

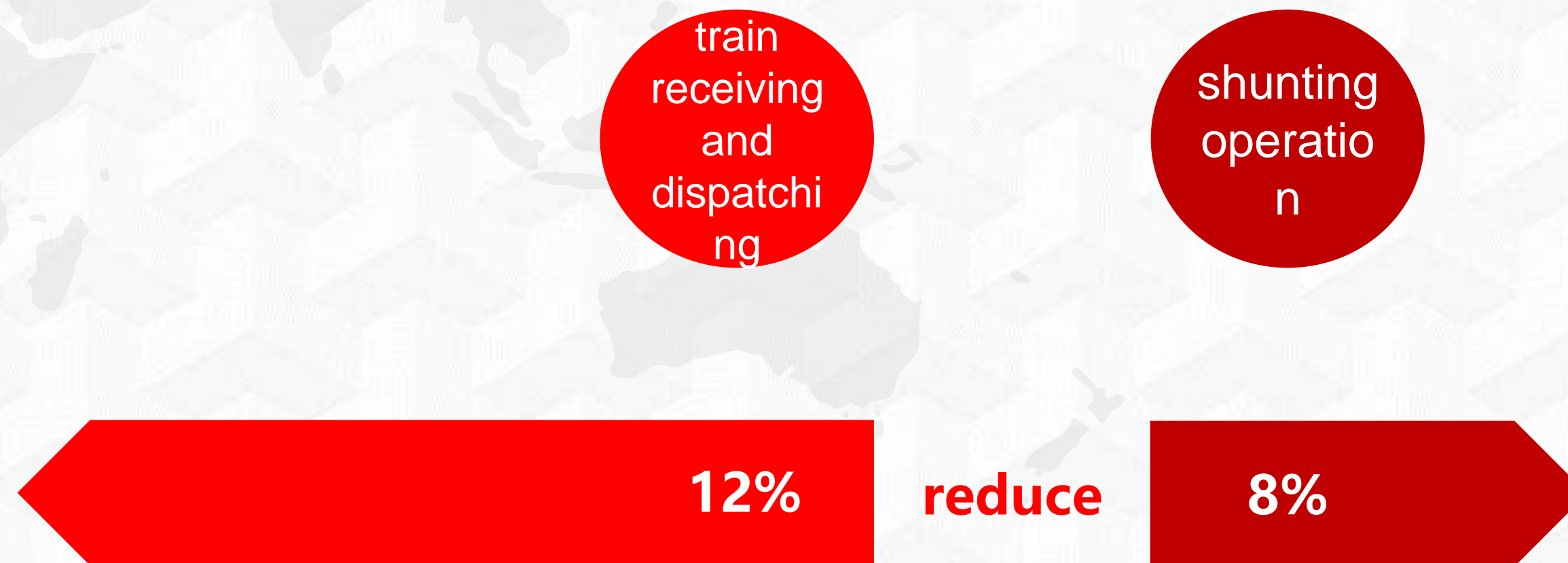
65 red marimo warnings appears

65

- Help decision making, reduce the probability of risks



According to the warning prompt, the relevant stations have strengthened the crux of management omission, improved the accuracy and efficiency of decision-making, and reduced the number of related accidents by 12% and 8% respectively compared with the same period in previous years.



THANKS

FOR

YOUR

ATTENTION

Programme

Moderation by Simon Fletcher

Introduction by UIC

Introduction by François DAVENNE (UIC General Director)
Evgeny CHARKIN (RZD CIO and UIC Digital Platform Chairman)

Keynote Speakers

Keynote by Jean-Michel MIS (Member of French Parliament and Member of National Digital Council)
Keynote AWS: Railway innovation through cloud computing by Cameron Brooks (Public Sector Director Sales Europe)

Presentations

Presentation of ECOPMS project by Olivier MAUREL (CEO MCLEDGER)
Presentation of BDTM project by Alexey OZEROV (Head of International Department JSC NIIAS)
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The fifth UIC Digital Awards

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UIC Digital Awards 2020 winner in the Productivity category: Mindsay- Presenter: Guillaume Laporte

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UIC Digital Awards 2020 winner in the Services category: RailWatch GmbH & Co. KG- Presenter: Eike Westphal

Conclusion



**IF YOU DON'T KNOW ANYTHING,
YOU MUST BELIEVE EVERYTHING.**

RAILWATCH enables predictive maintenance in
rail freight for the first time.

WHO WE ARE

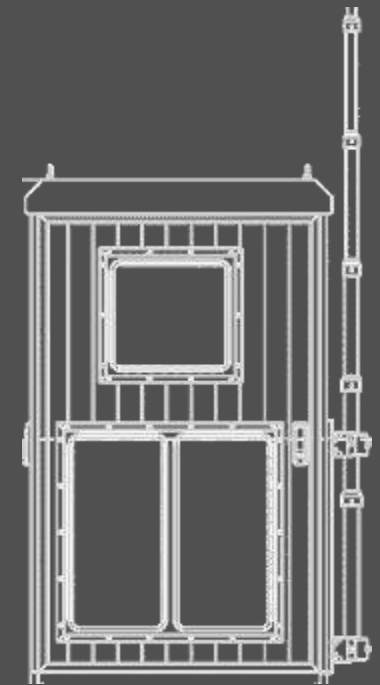
RAILWATCH

*is an IT company for
rail freight transport
located in Bonn.*



*25 motivated team members
2 founders*

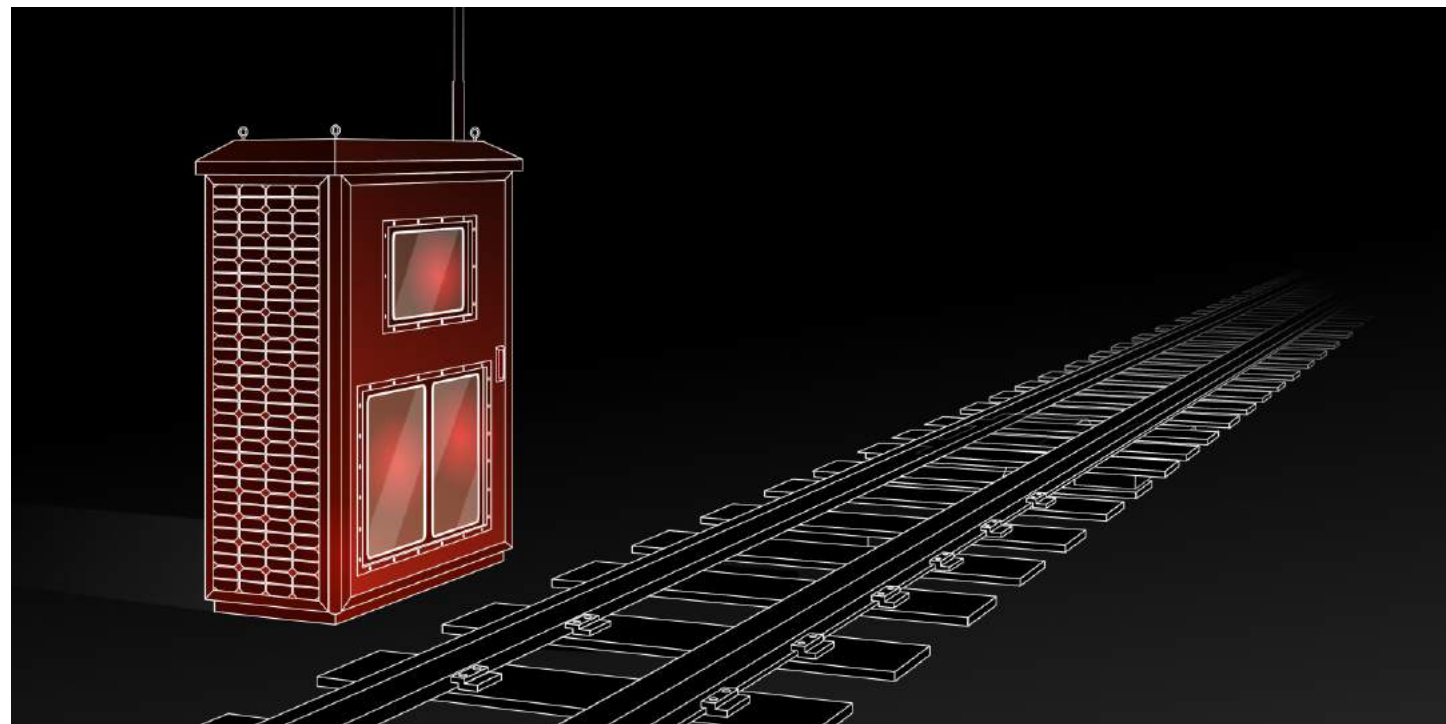
11 Locations in Germany



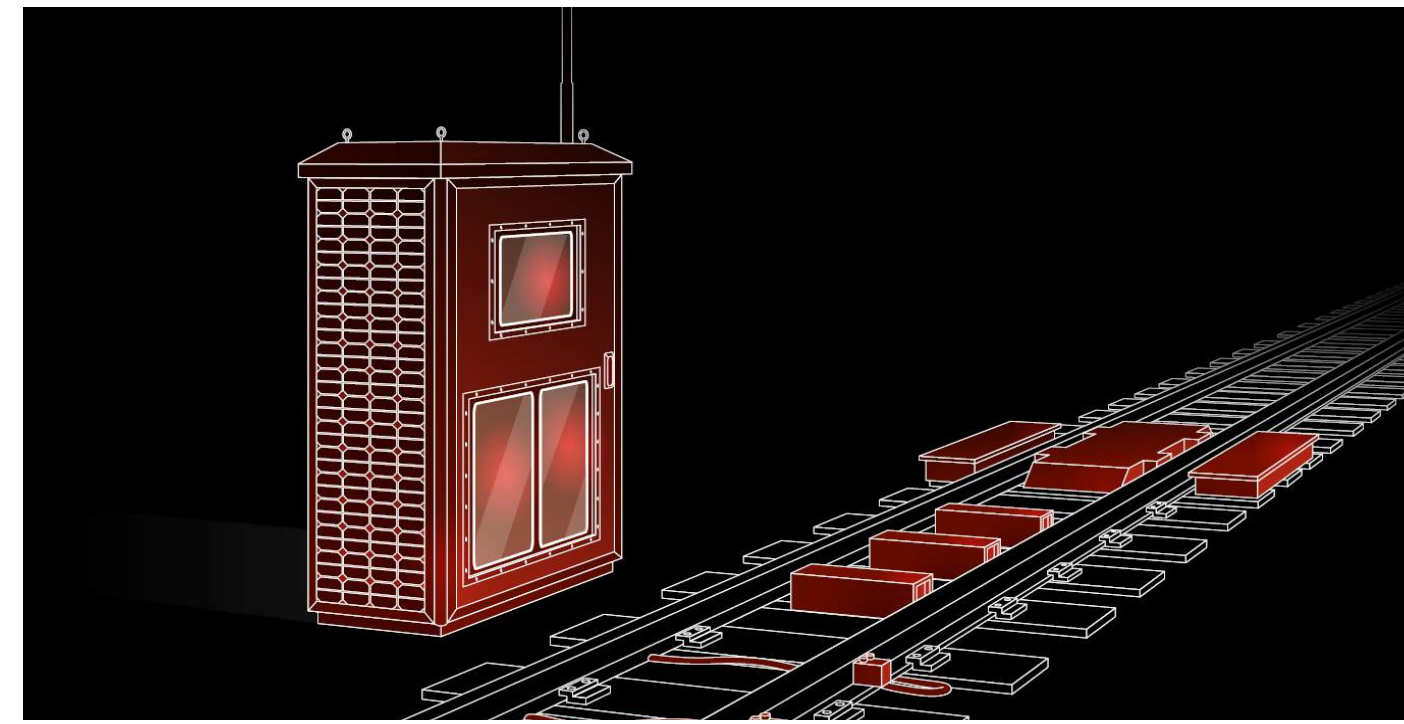
100 %

*We embrace our concept
one hundred percent*

OUR SYSTEMS



The mobile product: A 4-square-meter plot of land next to the tracks, a power supply, a concrete base-plate, a forklift truck: this is all that is required to set up a RailWatch Pulsar measuring station within one working day. Then you will have access to full data about wagon identity, side views, brakes, wheel flats and noise levels. These measuring stations are suitable for installation next to mainline railways or in the entrance to industrial sites.



The full-service model: Ideal for installation in the entrance to important nodes, with the RailWatch Pulsar+ measuring station almost all important information about the technical condition of a freight wagon can be measured during a train passage. As well as the basic data about the identity of the wagon, comprehensive findings are recorded, including the condition of the wheels and the weight distribution.



Our web portal: Your complete data can be accessed here – from fleet level, to train level, right down to per-wagon level. Through repeat measurements, wear trends can be determined and the optimal time for maintenance thus calculated. Of course, damages requiring immediate intervention are also clearly shown.

OUR SYSTEMS

WAGON RECOGNITION

- Optical or RFID
- Wagon type and length, axle count, UIC number, direction of travel
- Graffiti, damages, thermal conditions
- Trailer number, container number, dangerous goods number.

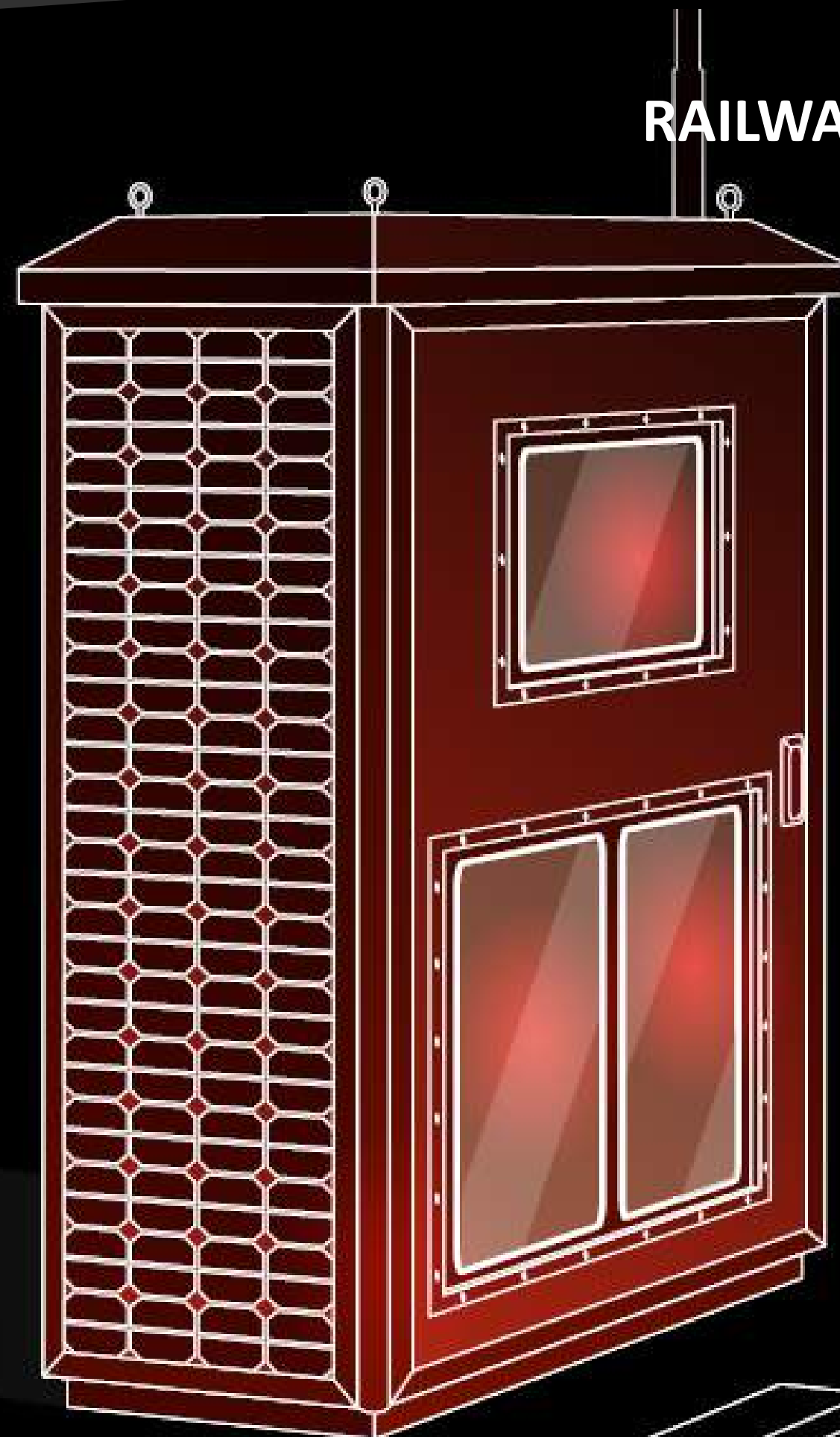
BRAKE BLOCK ANALYSIS

- Brake block thickness (wear incl. recommendations, e.g. wedge-shaped wear)

WHEEL FLAT DETECTION (acoustic)

NOISE MEASUREMENT

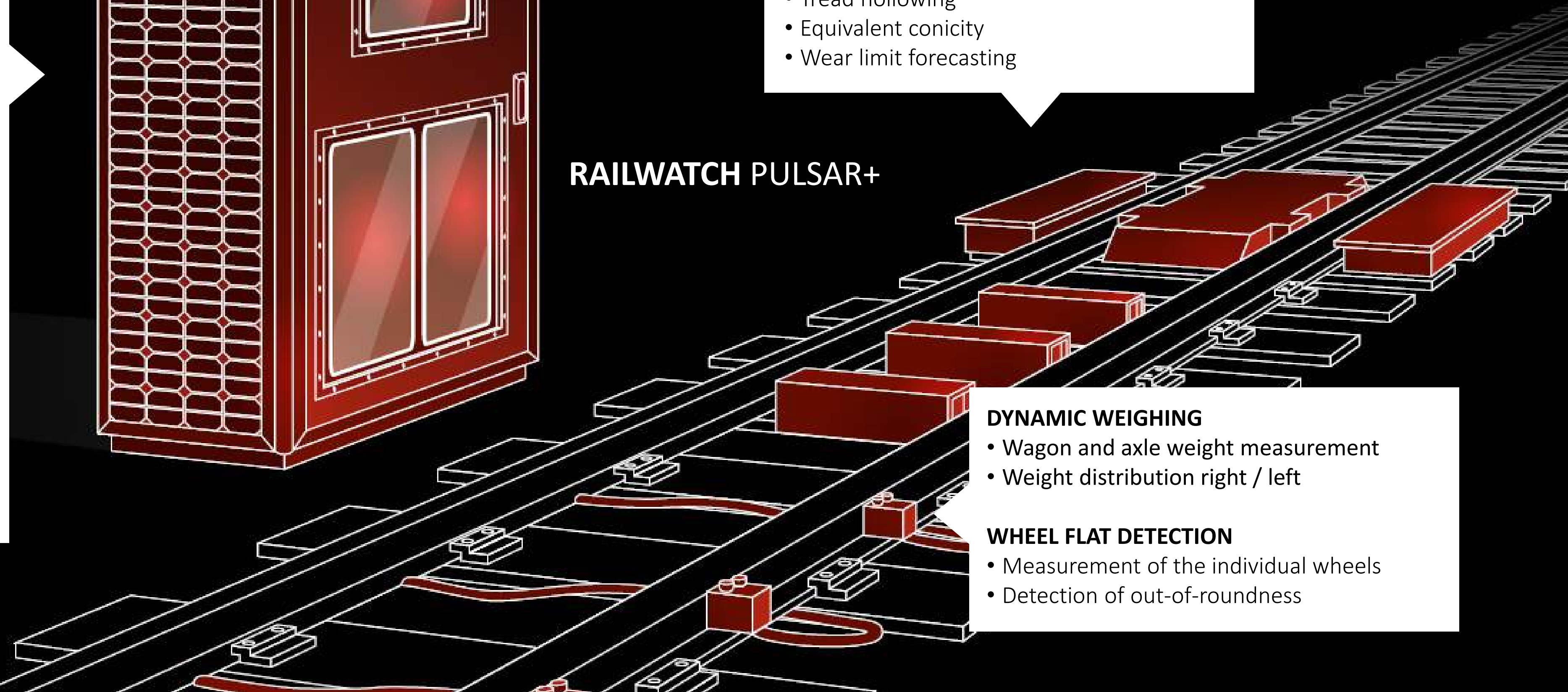
RAILWATCH PULSAR



WHEEL SCAN

- Flange thickness, height and slope
- Wheel diameter
- Wheel back-to-back measurement
- Tread hollowing
- Equivalent conicity
- Wear limit forecasting

RAILWATCH PULSAR+



DYNAMIC WEIGHING

- Wagon and axle weight measurement
- Weight distribution right / left

WHEEL FLAT DETECTION

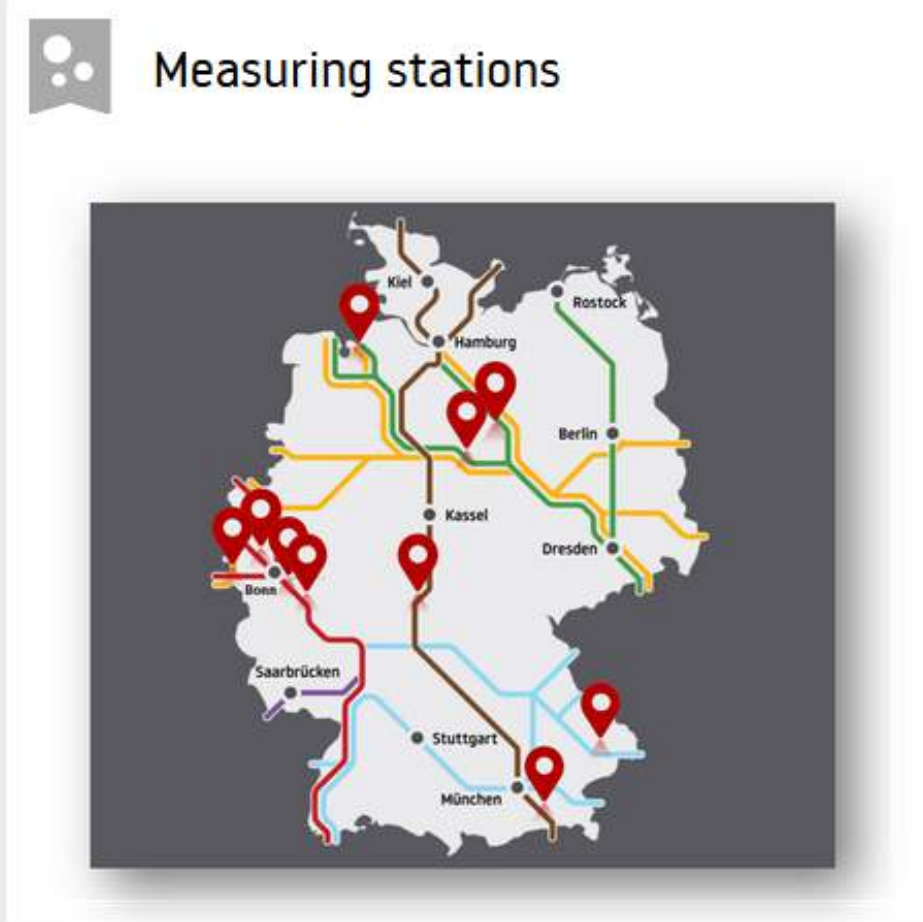
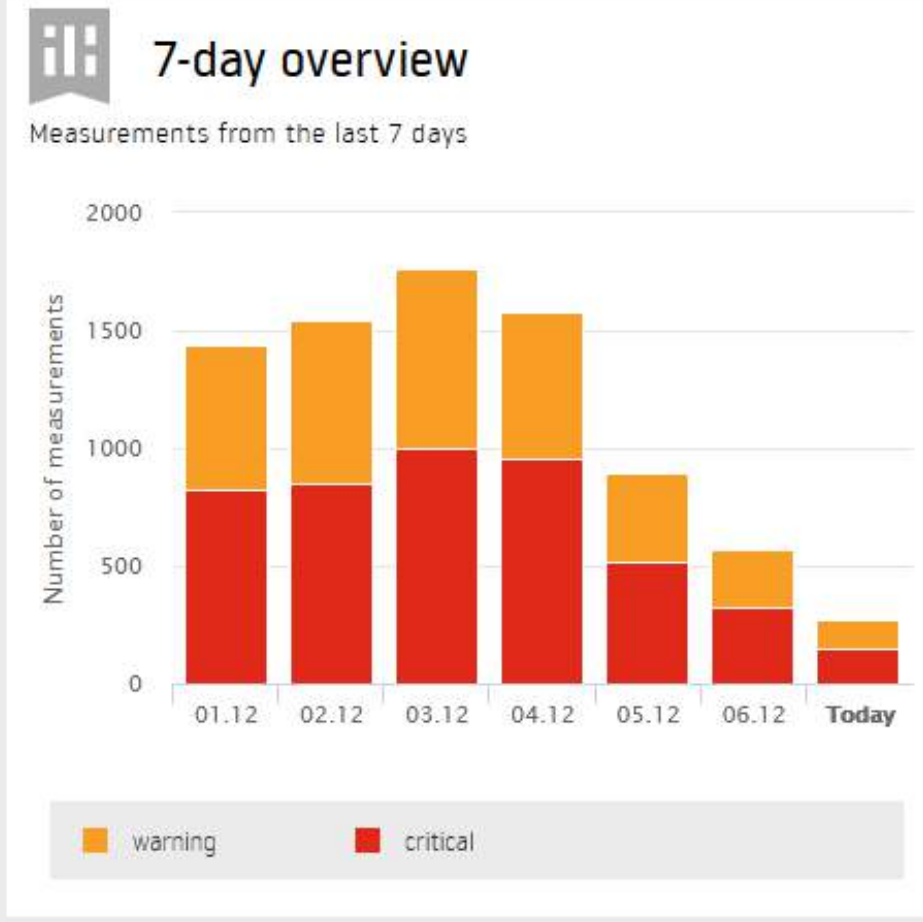
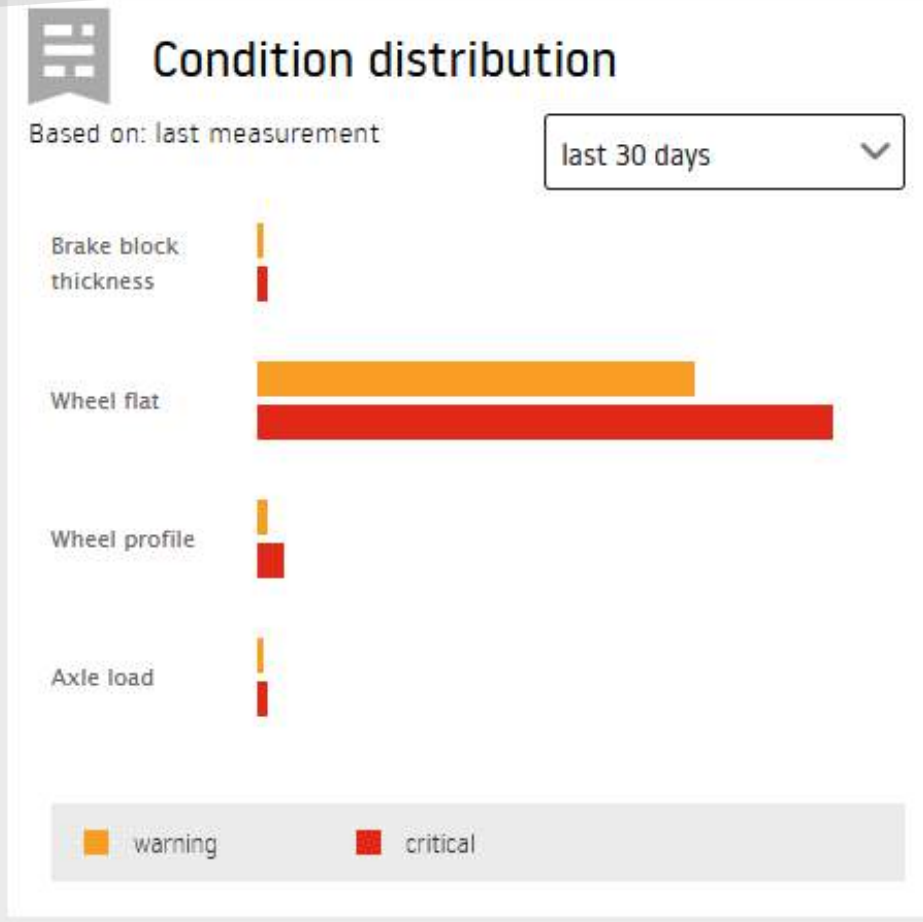
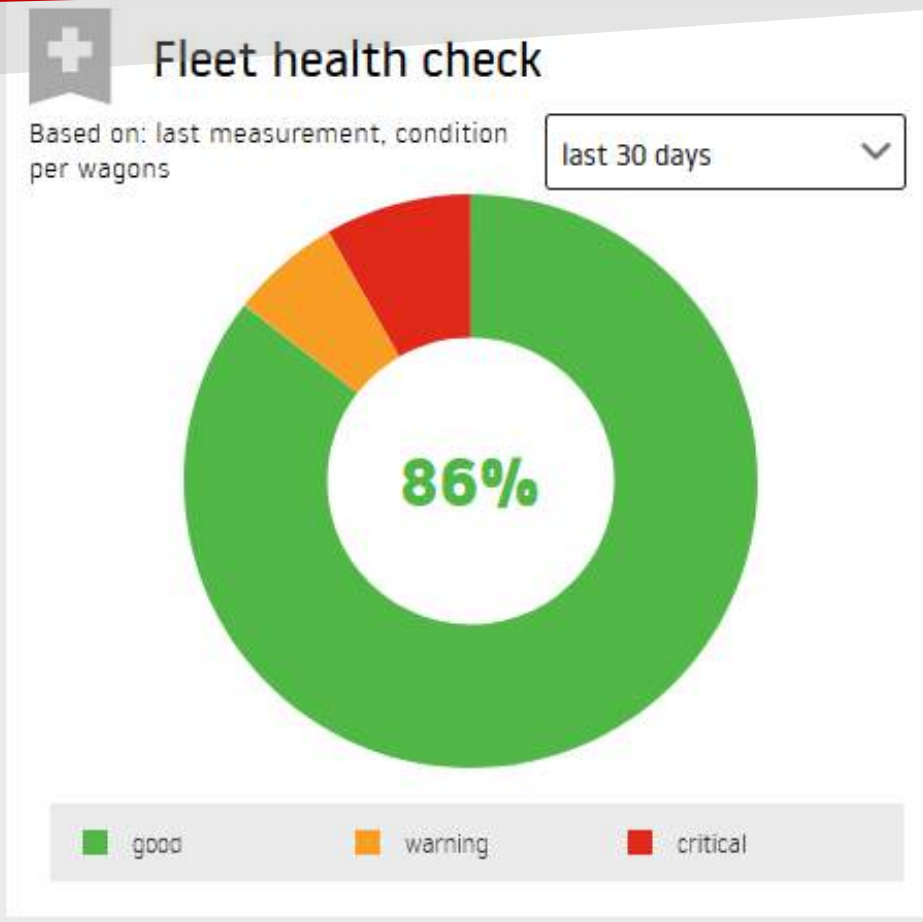
- Measurement of the individual wheels
- Detection of out-of-roundness



THE DATA – DIRECTLY FROM THE TRACKS TO THE ORBIT



- RAILWATCH
- Dashboard
- Fleetcheck
- Wagoncheck
- Traincheck
- Watchlist
- Blacklist
- Billings



News

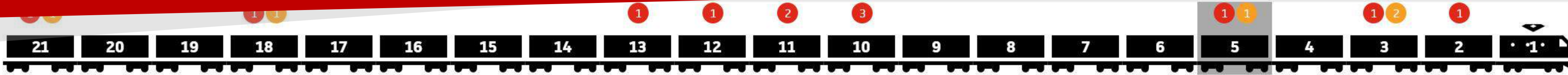
Now available: Brake block type recognition

As well as the roll-out of our measuring stations, our development of new features is also running at full speed. New feature: brake block type recognition. Best regards - Your RAILWATCH Team



- Dashboard
- Fleetcheck
- Wagoncheck
- Traincheck**
- Watchlist
- Blacklist
- Billings

		#							
<input checked="" type="checkbox"/>	12/05/20 - 12/07/20		all	all	all	1 - 50	all	all	
<input checked="" type="checkbox"/>	07.12.2020 13:03	91 80 6185 355-5	RFC 9 - Passau 1	-	Tank wagon	19		-	
<input checked="" type="checkbox"/>	07.12.2020 12:49	91 85 4486 509-3	RFC 1 - Rheintal 3 (rechts)	-	Intermodal	14		-	
<input checked="" type="checkbox"/>	07.12.2020 12:27	91 80 6186 451-1	RFC 1/8 - Aachen 1	-	Bulk	21		-	
<input checked="" type="checkbox"/>	07.12.2020 12:20	91 80 6185 285-4	RFC 9 - Passau 1	-	Bulk	43		-	
<input checked="" type="checkbox"/>	07.12.2020 11:53	91 54 7386 033-5	Port - Bremerhaven 1	-	Intermodal	26		-	
<input checked="" type="checkbox"/>	07.12.2020 11:39	91 80 6186 492-5	RFC 1/8 - Aachen 1	-	Tank wagon	22		-	
<input checked="" type="checkbox"/>	07.12.2020 11:36	91 80 6182 507-4	RFC 1 - Rheintal 3 (rechts)	-	Bulk	26		-	
<input checked="" type="checkbox"/>	07.12.2020 11:22	92 80 1209 006-6	Industry - Wolfsburg 1	-	Unknown	15		-	
<input checked="" type="checkbox"/>	07.12.2020 10:17	91 80 6189 023-5	RFC 1 - Rheintal 3 (rechts)	-	Bulk	21		-	
<input checked="" type="checkbox"/>	07.12.2020 10:15	91 80 6192 009-9	Port - Bremerhaven 1	-	Automobile	22		-	
<input checked="" type="checkbox"/>	07.12.2020 10:06	92 80 1209 006-6	Industry - Wolfsburg 1	-	Unknown	7		-	
<input checked="" type="checkbox"/>	07.12.2020 10:05	91 80 6186 183-0	RFC 1 - Kaldenkirchen 1	-	Mixed	38		-	
<input checked="" type="checkbox"/>	07.12.2020 09:39	91 80 6193 882-8	RFC 3 - Fulda 1	-	Intermodal	22		-	
<input checked="" type="checkbox"/>	07.12.2020 09:30	91 80 6189 034-2	RFC 1 - Rheintal 3 (rechts)	-	Bulk	21		-	
<input checked="" type="checkbox"/>	07.12.2020 09:10	91 81 1293 195-4	RFC 3 - Rosenheim 1	-	Intermodal	11		-	
<input checked="" type="checkbox"/>	07.12.2020 08:57	91 80 6192 104-8	Port - Bremerhaven 1	-	Automobile	23		-	
<input checked="" type="checkbox"/>	07.12.2020 08:40	91 87 0037 034-2	RFC 7/8 - Braunschweig 1	-	Mixed	27		-	
<input checked="" type="checkbox"/>	07.12.2020 08:36	91 80 6186 137-6	Port - Bremerhaven 1	-	Intermodal	25		-	
<input checked="" type="checkbox"/>	07.12.2020 07:39	91 80 6193 608-7	Port - Bremerhaven 1	-	Intermodal	26		-	
<input checked="" type="checkbox"/>	07.12.2020 07:35	91 80 6185 210-2	RFC 3 - Fulda 1	-	Automobile	21		-	
<input checked="" type="checkbox"/>	07.12.2020 07:14	91 80 6189 062-3	Port - Bremerhaven 1	-	Intermodal	24		-	
<input checked="" type="checkbox"/>	07.12.2020 07:05	92 80 1271 030-9	Port - Bremerhaven 1	-	Intermodal	27		-	
<input checked="" type="checkbox"/>	07.12.2020 07:00	91 80 6193 217-7	RFC 1 - Rheintal 2 (links)	-	Mixed	24		GG	
<input checked="" type="checkbox"/>	07.12.2020 06:44	91 80 6151 094-0	RFC 7/8 - Braunschweig 1	-	Bulk	35		-	
<input checked="" type="checkbox"/>	07.12.2020 06:41	91 80 6185 358-9	RFC 9 - Passau 1	-	Mixed	24		-	
<input checked="" type="checkbox"/>	07.12.2020 06:22	92 80 1266 031-4	RFC 1/8 - Aachen 1	-	Intermodal	22		-	
<input checked="" type="checkbox"/>	07.12.2020 06:17	91 85 4482 001-5	RFC 3 - Fulda 1	-	Intermodal	26		-	



Download wagonlist ↓

27 80 4363 749-7
 Position of axles/wheels in direction of measurement

Measurement time: 06.12.2020 09:00
 Location: Port - Bremerhaven 1
 Classification: 4363 - Automobile
 Brake block material: K/LL
 Wagon keeper according to GCU: RailWatch GmbH & Co. KG



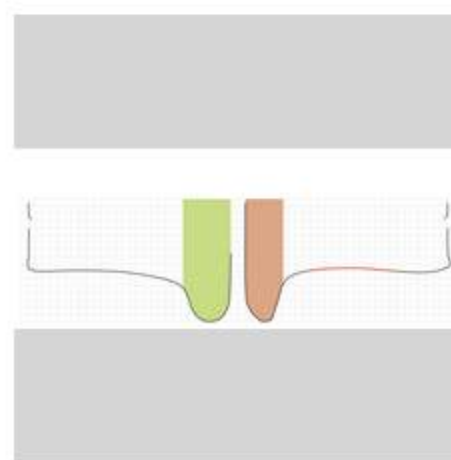
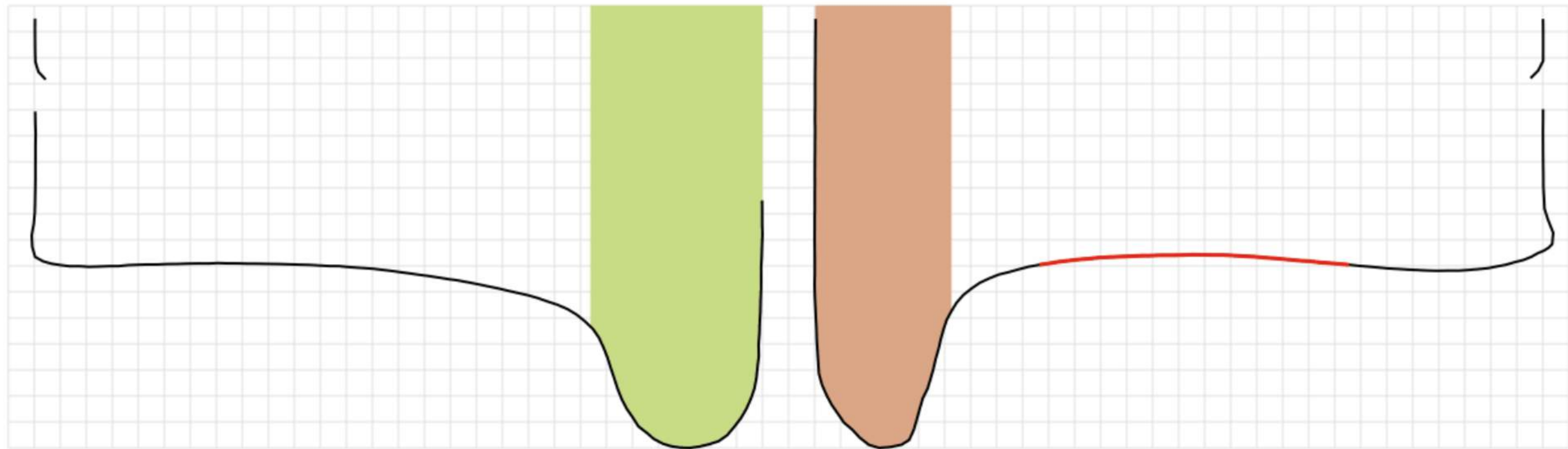
	4L	4R	3L	3R	2L	2R	1L	1R
Wheel profile (mm)								
Flange thickness Sd	●	●	●	●	●	●	●	●
Flange height Sh	●	●	●	●	●	●	●	●
Flange slope (qR)	●	●	●	●	●	●	●	●
Tread hollowing PH _{R0}	●	●	●	●	●	●	●	● 3.1
Rim thickness	●	●	●	●	●	●	●	●
left/right brake block (mm) (Measurement accuracy without guarantee)	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●
Wheel flat		●		●		●		●
Axle load (t)		●		●		●		●

- Dashboard
- Fleetcheck
- Wagoncheck
- Traincheck
- Watchlist
- Blacklist
- Billings

27 80 4363 749-7



Wheel profile of axle 1 in direction of measurement
Measured 06.12. 09:00 h



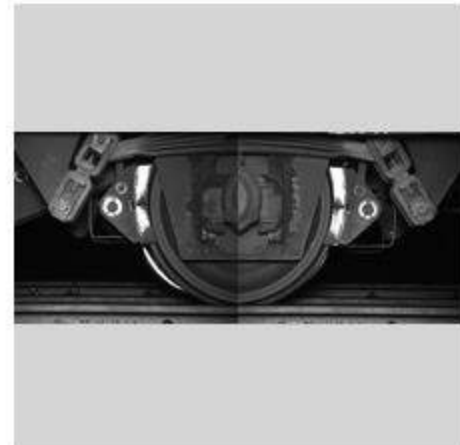
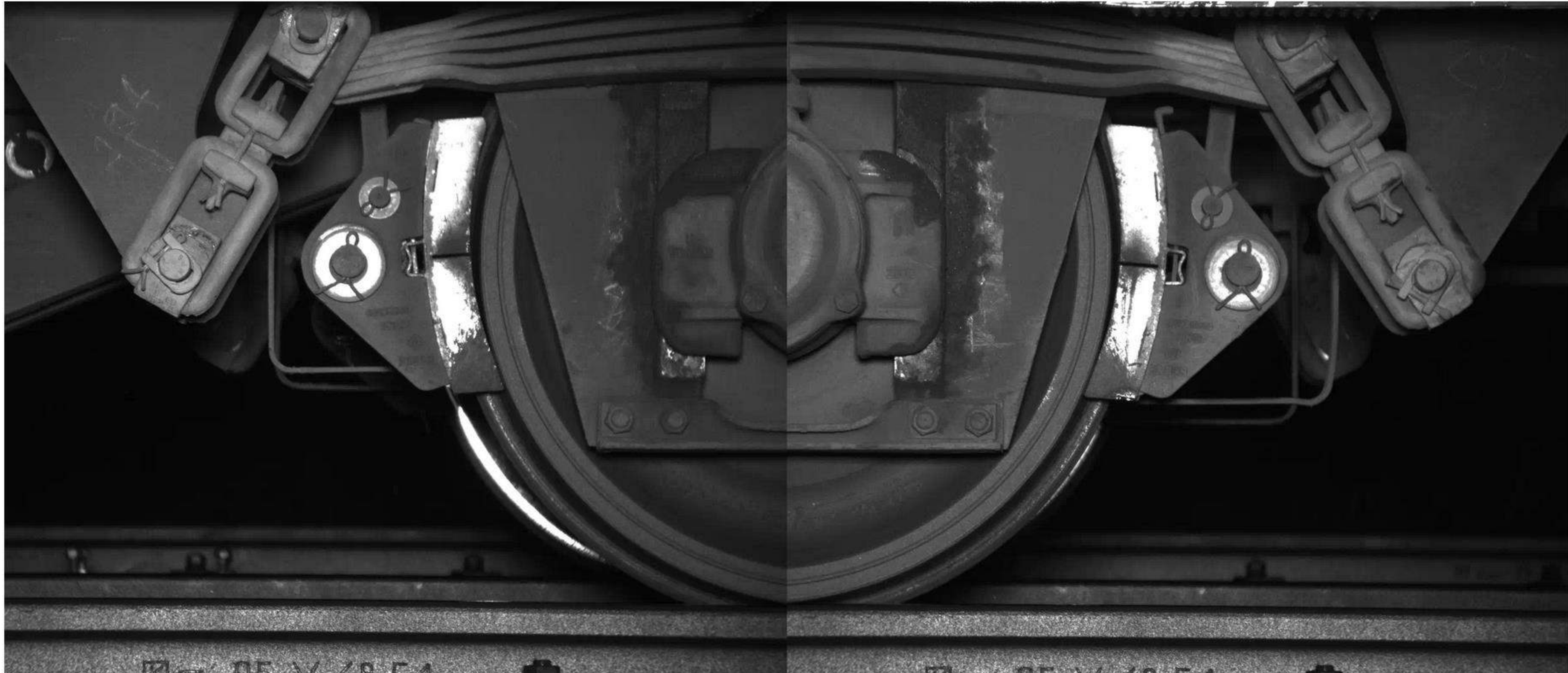
- Dashboard
- Fleetcheck
- Wagoncheck
- Traincheck
- Watchlist
- Blacklist
- Billings



27 80 4363 749-7



Brake blocks of axle 3, right-hand side in direction of measurement
Measured 06.12. 09:00 h



- Dashboard
- Fleetcheck
- Wagoncheck
- Traincheck
- Watchlist
- Blacklist
- Billings

1

Wagonlist ↓



- 06.12.2020 - Port - Bremerhaven 1
- 03.12.2020 - RFC 1/8 - Aachen 1
- 01.12.2020 - RFC 1 - Rheintal 2 (links)
- 25.11.2020 - RFC 1/8 - Aachen 1
- 24.11.2020 - RFC 1 - Rheintal 2 (links)
- 22.11.2020 - Port - Bremerhaven 1



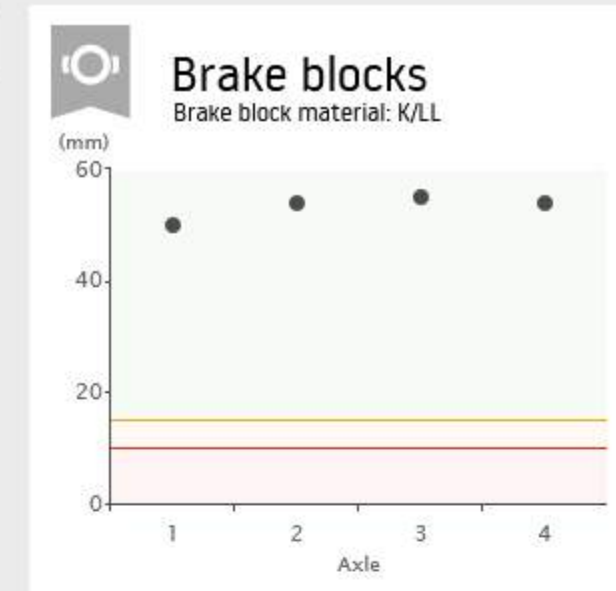
Keeper (GCU)

Wagon no. 27 80 4363 749-7
Keeper RailWatch GmbH & Co. KG
VKM RailWatch
Telephone +49 (0)228 338 830 0
E-Mail info@rail-watch.com

WAGON HEALTH

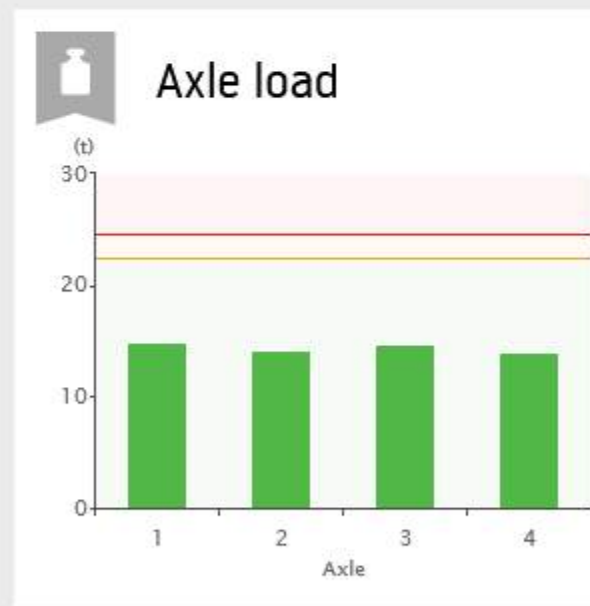
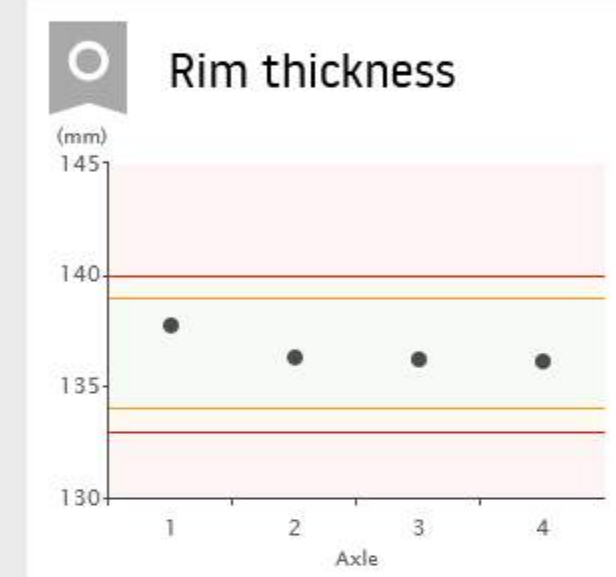
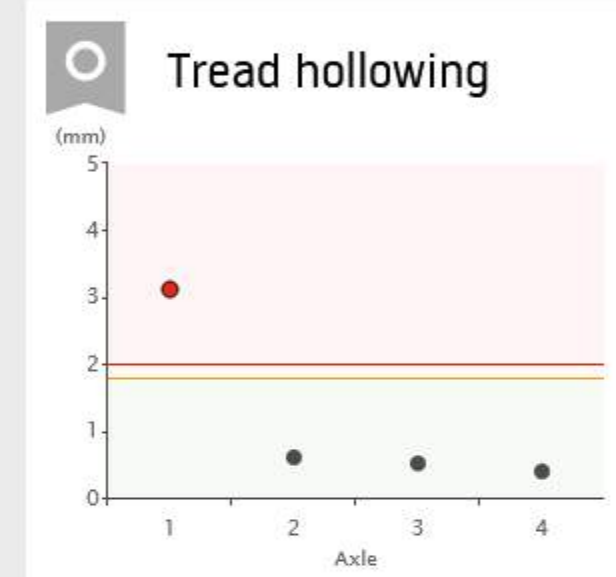
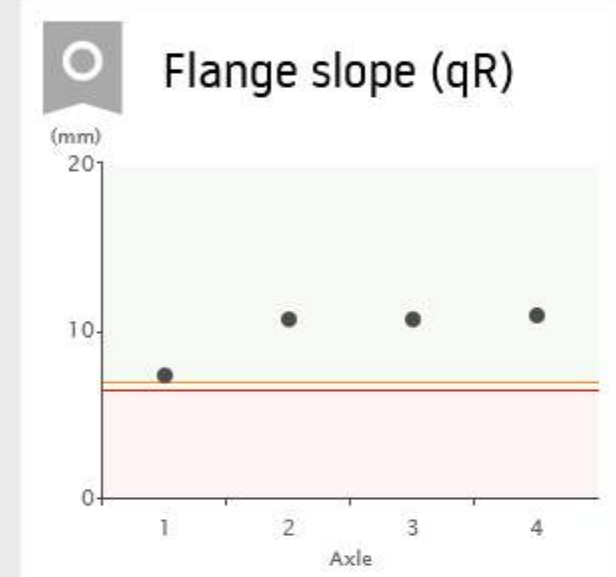
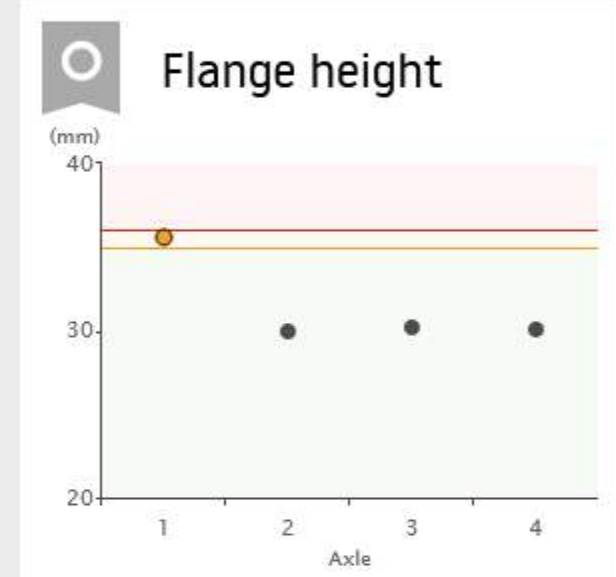
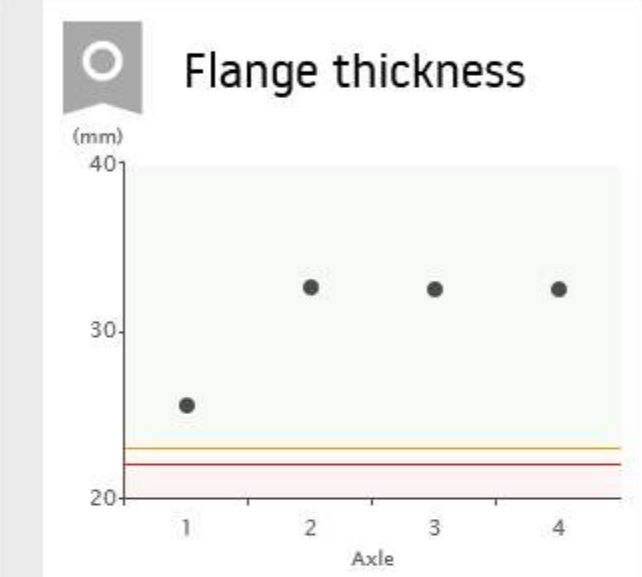
27 80 4363 749-7
 Position of axes/wheels in direction of measurement

Axle 1 ● ●
 Axle 2
 Axle 3
 Axle 4



Wheel flats

■ strong suspicion ■ suspicion
■ no suspicion ■ not evaluated



Wheel profile

To show up the wheel profile pictures of all axles, click on the image above.

CUSTOMER GROUPS



FREIGHT WAGON OWNERS

Freight wagons have **no power supply** and do not know a BUS system. Dumb steel objects!

Thus, their condition and the exact time of necessary service are unknown.



RAILWAY UNDERTAKINGS

Each freight wagon must be inspected visually before train departure. Every day, **100,000** freight trains run in Europe.

Special training and manual effort are costly and time-consuming!



INDUSTRY

Freight wagons are not inspected for damage before loading. If any damage is detected before the train departs, it must be unloaded or reloaded.

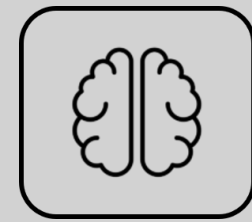
Thus, the loading and transport processes come to a standstill in a **thousand** industrial companies. Often the industrial product is lost.

OUR USP`s



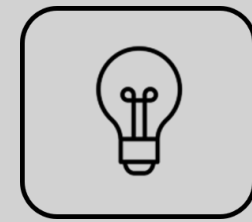
OWN HARDWARE

RailWatch "Pulsar" is a complete in-house development, including all the components.



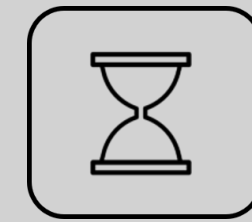
OWN SOFTWARE

In addition to the "RailWatch Orbit", the detection and evaluation software was created and developed in-house. Patent pending!



REVOLUTIONARY LIGHT CONCEPT

Development of a completely new lighting concept in the red spectrum with unprecedented luminosity.



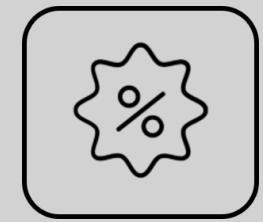
TIME FACTOR SPEED

We are fast: in the development of new components and their roll-out, as well as in the recognition of client needs, thanks to our team.



VARIETY OF LOCATION

We are growing constantly: not only in the number of stations, but also in the diversity of components.



FINALLY, ALSO: THE PRICE

It is the cost-benefit ratio that decides for the clients. With our flat rates, we are always attractive.

THANKS A LOT
For further information, please contact me.



Eike Westphal

RailWatch GmbH & Co. KG
Schwertberger Str. 14 //53177 Bonn - Bad Godesberg
Germany

Phone: +49 228 / 33 88 30 50

Mobil: +49 151 / 25 27 1573

Email: Eike.Westphal@rail-watch.com

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Conclusion



INTERNATIONAL UNION
OF RAILWAYS

Thank you for participating in the sixth UIC
Digital Conference!



INTERNATIONAL UNION
OF RAILWAYS

Stay in touch with UIC:

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#UICrail

Thank you for your attention.