Case Study

Gate Line Information PC's

netcab

Customer	First Capital Connect - East Coast Main Line
Location	Stations with a Gate Line
Case Study Locations	King's Cross - Leagrave

A growing need across the First Capital Connect gate lines was identified to provide up to date information to customer facing staff, especially in times of service disruption. Staff unable to receive real time data will often lead to inaccurate or lack of information being given to its customers, not allowing them to make informed travel decisions.

Providing a PC at Gate Lines, enables customer facing staff to have direct access to services such as:

- National Rail Enquires and ATOC web sites
  - Service and customer information
  - TOC and LUL Route and Zone maps
  - LUL Service Rainbow
  - Station Information
  - Fares Information and publications
- Nexus Alpha Journey Check
- NRE "Staff Live Departure Board"
- NRE "Public CIS"
- Email read only for Tyrell messages and for company information such as Enews, Fast lines, disruption briefs and summary of engineering works.

PC & CIS Combination at Leagrave. Support Pillar supplied and Installed by Netcab.

Viewing this information on handheld devices is not always possible due to signal strength and map functions such as P2 are not available on these devices. Staff frequently uses and trusts mapping systems especially during major disruption and it is impractical for staff to disappear into offices to access this information, which can also encourage them to hide away.

Netcab have been working closely with FCC since 2009, on their ICT and Security Infrastructure and were asked to design and implement a solution to provide networked PC's at four trial locations.

As many of the gate lines are open to the elements, security had to be a consideration, but primarily protecting the equipment from varying weather conditions was the priority.

One issue includes the risk of condensation forming which can cause damage to the equipment during colder periods, whilst secured and powered off at night. The cold also has an adverse effect on PC's powering up, with standard PC's having an operating temperature from zero degrees.

This would have become a major problem during the very cold winter of 2010, but the use of thermostatically controlled heating within the cabinets, helps prevent any moisture build up, and keeps temperatures above freezing.

Following the successful trial, the solution was rolled out across all the FCC gate lines, which created interest from East Coast. Netcab were approached for an urgent solution at Kings Cross Station. During the current construction work at Kings Cross, East Coast staff have been left with very limited access to information until works are complete.

East Coast required a similar solution to FCC, but due to movement in the area by customers, an enclosure with a glass door was requested. This meant the cabinet could remain closed, with information still accessible at a glance. Access to change display information was then given to the appropriate staff.

Enclosure Installed in Temporary Hoarding at Kings Cross P 5&6

A further requirement, was to use the standard issue East Coast PC and monitor, so in the event of hardware failure, a replacement could be installed.

An enclosure was designed by Netcab to meet this criteria, including extraction fans to prevent overheating of the equipment. This solution is currently installed at the end of Platforms 5 and 6 at Kings Cross Station.

A full installation service is included with each solution, including power and data services at each station, reducing the costs for additional contractors.

For further information, please contact Chris Snape on the details below.

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