

Poole, UK

16 April 2015

Siemens opens new traffic management centre

At Traffex 2015, Siemens unveils a new approach to network management utilising its new Service Operations Centre (SOC) – an operational traffic management and support service that brings together the company's existing Field Service Contact Centre, Systems Support and its Poole-based Consultancy Services team into one location.

Based in Poole, Dorset, Siemens' main site for Traffic Solutions technology, the development is designed to further enhance customer service with the capability to remotely manage local authority road networks including monitoring key routes and junctions, strategic traffic control and network optimisation.

According to the Head of Consultancy Services, Martin Andrews, the new Service Operations Centre is designed to meet short and longer term customer operational requirements by offering additional support to stretched customer traffic control resources. 'By combining our offering, we can provide an enhanced level of day-to-day operational support to customers that is completely flexible depending upon their requirements', he said.

That means a secure 24x7 network management service provided by industry leading traffic consultants and engineers. Operational and system support at every level that customers may need, from route and junction monitoring to full strategic traffic control and network optimisation.

The Service team combines expertise from Siemens Contact Centre, Systems Engineering & Support and Consultancy Services to deliver a completely flexible traffic management service, working on behalf of, or alongside, customer and Local Authority staff.

Underlying technologies

The operational support aspects of the Service Operation Centre are made possible by the latest developments in IP Communications and IT Hosting, and specifically Siemens Stratos, the company's cloud-based strategic traffic management system. Stratos integrates the latest developments in information technology and cloud computing to create the most effective traffic management solution available today. With a continually growing set of capabilities, Stratos is designed to evolve with changing requirements of traffic managers, road networks and the travelling public.

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.

Siemens was established in the United Kingdom more than 170 years ago and now employs 14,000 people in the UK. As the world's largest engineering company, Siemens provides innovative solutions to help tackle the world's major challenges. Siemens has offices and factories throughout the UK, with its headquarters in Frimley, Surrey.

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