

Customer Information Systems

Integrated transit information systems from an industry leader

As a leader in transportation and communications for 80 years, ARINC's unique expertise allows us to deliver state-of-the-art turnkey solutions designed to seamlessly fit your operations. Our Advanced Information Management (AIM) suite of products is a trusted standard in transportation systems—and our Customer Information Systems (CIS) play the integral role of delivering the announcements that help transit and commuter railroads keep their riders informed.

AIM CIS relays critical audio and visual information on arrivals and departures, gates, platforms, and tracks, as well as safety and emergency instructions. Fully integrated with our AIM Rail control center solution and AIM Security products, CIS provides near real-time multi-modal location and schedule information, as well as improved safety, security, and service to rail transportation customers.

Key AIM CIS features include:

- ▶ Real-time Transit Schedule & Schedule Adherence Information via the AIM extensible markup language (XML) interface
- ▶ Centralized and distributed control options allowing for ease of integration into existing infrastructure and migration paths for future system enhancements
- ▶ Integration with a wide variety of indoor and outdoor displays
- ▶ Audio generation and distribution utilizing Voice over IP (VoIP) and text-to-speech technologies
- ▶ Support for legacy analog public address systems

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DEDICATION BEYOND EXPECTATION



Browser-based user interfaces provide:

- ▶ Customer message generation with priority queues
- ▶ Public address and signage system controls and diagnostics
- ▶ Schedule management and automatic announcement capabilities
- ▶ Integrated closed-circuit television (CCTV) control and display functions

Real-time Schedule & Schedule Adherence Monitoring

Integrated with the AIM Rail Control Center platform, CIS utilizes a real-time open XML interface, providing a standards-based approach to customer information that enables automated messaging without operator intervention.



Centralized and Distributed Control

AIM CIS enables transportation properties to retain their existing infrastructures while obtaining cutting-edge technology and the flexibility to easily migrate as new technology emerges in the future.

By deploying CIS in an open architecture, operators can employ new features and functions in a centralized fashion while keeping existing public address amplifiers and system signage. Upon the need to expand or upgrade, AIM CIS supports a phased controlled rollout of field equipment and system components, including smart field controllers that allow operations to continue even if communications with the control center are impaired, and can reduce system network capacity requirements with locally stored data files.

Voice over IP (VoIP) and Text-to-Speech

AIM CIS's architecture allows it to be integrated with just about any existing audio technology found at customer properties. However, AIM CIS also provides customers with the ability to utilize cutting-edge VoIP and text-to-speech technologies to generate and distribute high quality audio to its customers.

With AIM CIS's VoIP services, operators can deliver live audio messages to the field as simply as keying up a microphone. Using the text-to-speech engine, operators can generate synchronized audio and visual messages for immediate play, or store them for use in ad hoc and recurring announcements.

Public Address and Signage System Controls

The AIM CIS graphical user interface (GUI) gives operators complete control over public address and system signage resources. Whether generating real-time audio and visual messages, scheduling recurring messages for future play, or controlling the distribution of automated messages to address current property operating conditions, the AIM GUI is user-friendly and provides the versatility operators need.

Schedule Management

AIM CIS is able to automatically generate customer services announcements based on external data sources, allowing commuter rail customers the ability to compare train performance versus published schedules. CIS also allows operators to manually load and manage schedule information, providing full control of messaging where automated sources may not be available or reliable.

ARINC, a portfolio company of The Carlyle Group, provides communications, engineering and integration solutions for commercial, defense and government customers worldwide. Headquartered in Annapolis, Maryland with regional offices in London and Singapore, ARINC is ISO 9001:2008 certified.

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