

SOLUTIONS FOR A NEW NORMAL



BIG

(BIM-INECO-GIS)

Comprehensive and modular solution to establish **optimal labour and organizational measures**, when facing de-escalation or any "changing" scenario. BIG is capable of integrating information from multiple sources, allowing the spatial-temporal representation of the event.

The use of **BIM**, for visualising real-time situations inside offices and **GIS**, for travel and mobility, allows:

- Decision making support
- Space occupation planning
- Associated logistics management



VIRTUALISATION OF ERTMS TESTS

The health crisis of Covid-19 causes a direct impact on railway operations, in some cases decreasing the implementation of railway networks for commercial use but increasing their availability for **testing the ERTMS system according to the protection measures established**. However, the health protection measures derived from the crisis make it difficult to be present at these tests.

Based on the knowledge of the ERTMS system, railway operation and experience in tests, Ineco has developed the necessary methodologies for the **virtualisation of system testing campaigns**. This solution has been achieved through:

- Improvement of execution scenarios
- Definition of test cases with alternative locations
- Remote log analysis by ERTMS specialists
- Increased virtual monitoring of results

A virtualisation product for **full validation of the ERTMS system** both on the track and in the integration with the system on board the train carried out by the best experts in remote systems, thus avoiding the need for the physical presence of the latter and reducing the concentration of staff on the train.





EFFICIENCY IN RAILWAY OPERATIONS

In Rail Transport, the health crisis of Covid-19 has forced a change to be made to the **operating** criteria in order to meet the **new regulations** on distances, security measures and passenger appraisal, as well as the prediction of possible future scenarios with different operational changes. The development of a **methodology** to model a railway line and the **simulation** of the operating conditions will allow advice **to be given to the relevant project management departments** to facilitate an increase in punctuality, regular operations and the optimisation of railway services in the different circumstances in force relating to the new regulations on prevention and passenger safety.



AIR TRANSPORT

The Covid-19 crisis is causing changes in airport operating criteria to adapt to both the “new normal” and future scenarios of operational disruption.

We have thoroughly analysed the air transport sector, assessing and combining the **measures and best practices defined for aviation to return to its daily operation**. As a result, we have pre-established lines of action in order to offer **expert advice** to the different airport operating agents in:

- Returning to airport operation
- Adapting to any new national and international regulatory and normative framework that may be generated.





URBAN TRANSPORT

We have identified and developed measures to support urban transport during de-escalation in order to achieve more **sustainable and safe mobility**. As a result, we have established a methodology grouped into 5 blocks:

- Prevention and protection measures
- Infrastructure and services supply measures
- Demand management measures
- Information and communication
- Economic sustainability

This will enable support to be provided to the administrations responsible for urban mobility, transport operators and infrastructure managers in **solving the problems faced by urban and metropolitan transport** during de-escalation or in possible future scenarios with operating limitations, taking into account the restricted capacity caused by social distancing and the volatility of the demand.



USERS' COMPLAINTS

Due to the Covid-19 health crisis, users' complaints have become more diversified and complex. To deal with this, we have the bases of a **tool for managing complaints run on any platform, which is scalable, modular and useful for any mode of transport** and Competent Administration/Body. The software allows you to manage the entire life cycle of the complaint, from its entry and registration, channelling to the corresponding Agency/Department and to the final resolution and response to the claimant.



CUSTOMER EXPERIENCE

IN THE TRANSPORT
SECTOR

La experiencia del cliente es, más que nunca, esencial en las estrategias comerciales y de marketing de las empresas. Hojas de ruta en las que el viajero/pasajero debe seguir siendo el centro de las políticas de transporte. Para ello Ineco ha desarrollado una **guía metodológica base para facilitar el apoyo experto** al desarrollo de proyectos en el ámbito de la gestión de la experiencia del cliente en el sector del transporte, proporcionando, de esta forma, a las administraciones y empresas del sector, la evaluación, clasificación y definición de estrategias comerciales focalizadas en la experiencia del pasajero.