

4TEL FERRY SOLUTIONS

Challenges for Ferry Operators

There are many challenges faced by ferry operators, such as receiving accurate information on vessel location, timetable variance and methods of communicating this information to both passengers and staff. Timetable management and cost efficiency are also important factors to be considered. 4Tel provides innovative software solutions to combat these challenges and equip ferry operators to be prepared for the future.

4Tel

Since 2000, 4Tel has been designing, developing and delivering innovative solutions for global transportation and logistics sectors.

Based in Newcastle, Australia, 4Tel develops command and control and information management systems that improve the safety and efficiency of network operations. Central to this is the ability to build digital solutions which are capable of monitoring and controlling operations over large areas at low cost.

All of 4Tel's systems are designed with future-functionality in mind, proving clients with a long-term solution in a constantly evolving technology market. 4Tel is a Platinum sponsor of the University of Newcastle and works closely with the engineering and robotics department to research and develop artificial intelligence and machine learning systems to improve driver safety.

In a competitive environment, 4Tel has proven products to deliver innovative solutions for any transport or logistics network.

4Tel provides software solutions to improve efficiency and accessibility for ferry operators

Accurate Information

The 4PIDS™ systems collates real-time tracking data with timetables to display the best available real-time information on running services to operations, customer facing staff and passengers. This information can be distributed to various back-office programs to allow exchange of information between systems.

Accessible Information

The 4PIDS™ systems is compatible with multi-modal transport networks, ensuring information for different services can be connected. Voice-over technology and connected Passenger Help Points ensure information can be accessed by passengers with various accessibility needs. Real time information can also be accessed by staff to aid them in their role.

Management of Information

The 4PIDS™ display can be manually updated by staff when necessary, and functions can be put in place to account for special events, delays or cancellations. 4Tel also provide an on-board timetable management tablet for ferry masters to manage assigned timetables, provide real-time information on ferry performance against timetable and display passenger count information. This ensures accurate timetable variance tracking and management.

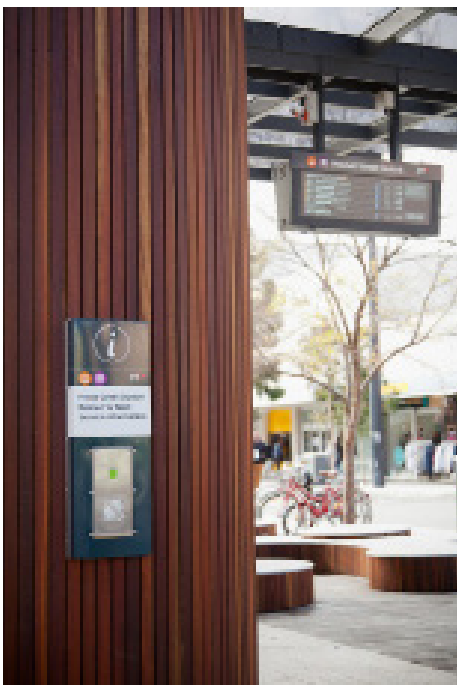
4PIDS™

4PIDS™ functionality can include:

- Up-to-date passenger information displays of ferry movements
- Ferry, wharf, concourse and waiting room displays
- Automated voice announcements via public address (PA) systems and customer help points
- A facility for local staff refinements to be made to the display and PA announcements via standard web browser access through remote access to a central server

The 4PIDS™ technology developed by 4Tel uses:

- Direct inputs from GPS for real-time ferry location data
- Direct input from back-office systems for daily timetable plans and changes
- Software to calculate the variance of actual ferry running data to the planned timetable to allow accurate passenger displays and on-time running information. This includes delay, cancellation and termination information
- Mapping data to provide real-time schematic views of ferry positions



Complete product customisation available



Real-time GPS tracking



Software calculates variance of actual running time to timetable



24/7 Technical Support Team



Improved customer experience and accessibility



Features automated Voice-over-IP announcements to Public Address systems and Help Points



Timetable management for special events and maintenance requirements



Wharf staff are aided with timely information for improved situational awareness.

Cost effective and customisable

4PIDS™ is a cost effective solution to deliver real-time passenger information as it significantly reduces the need for heavy investment in additional hardware. By focusing on the software system's capabilities to interoperate between existing devices, 4Tel is able to deliver an innovative PIDS system within varied project constraints.

4Tel hold the Intellectual Property Rights to the 4PID™ and 4Trak™ software and are able to make modifications as required, this ensures that 4Tel can always supply a versatile, responsive and customisable solution for different transport networks.

The 4PIDS™ solution can be configured to operate on a variety of displays and legacy devices. The software is interoperable using open-systems interfaces for maximum adaptability to back-office needs.

4TRAK™

The 4Trak™ tracking system tracks ferries, rail vehicles, light rail, coaches, buses, ships, and worksites as required. 4Trak™ has proven to be a valuable tool in monitoring the location and performance of mobile users. The resulting real-time location data can be used by operations staff for better situational awareness of ferry running time against planned timetable.

4Trak™ is available in web or IOS or Android phone application format. The ability for management to have access to 4Trak™ from their current location enables them to respond and keep informed in times of need.

Safety

4Tel is an TfNSW Technically Assured Organisation, and has experience developing products to meet formal safety integrity guidelines such as Safety Integrity Level (SIL) in accordance with IEC 61508 standard; "Functional Safety of Electronic Safety-related Systems".

Contact Us

Fort Warabrook - Head Office
29 Warabrook Boulevard
Warabrook NSW, 2304

Office: +612 4923 4100
Email: enquiries@4tel.com.au

www.4tel.com.au

ABN: 56 092 229 484
©2019 4Tel Pty Ltd.