

# CCA

Mobile Services for Mission-Critical Domains



# Company Profile

## Control Center Apps GmbH (CCA)

- Founded 2013
- Frequentis Spin-Off and Member of Frequentis Group
- Mission Critical Mobile Services for
  - Public Transport
  - Public Safety

## Focus

*Rail 4.0 / Industry 4.0*

## Our References

Austria ■ Australia ■ Finland ■ Luxembourg ■ Switzerland

# Yesterday

## Centralization

- Data got centralized.
- Staff was concentrated in huge control centers.
- All activities were steered centrally.

# Tomorrow

## Interoperability – Assistance – Transparency – Decentralization (Industry 4.0)

- Humans and things get interconnected (IoP, IoT).
- Intelligence gets geographically distributed.
- Things and people think, decide and act in an interlinked way.

## Distribute situation information to your staff!

- Decisive to inform and steer customers
- Help reduce operational consequences
- Ensure professional appearance
- Prevent high number of inquiries
- Prevent rumors

### Unite Inform

- Active distribution via mobile app, web app and SMS
- Changes clearly indicated
- Chat to channel feedback
- Offline capable

### Use Cases

- Operational Management
- Technical Incident Management
- Crisis Management

**Unite Inform Demo**

All Messages (94) Favorites (0) Filter (42)

Message Type	Line	from	to	Region	Information	Changed
<b>Traffic Accident</b>						10:40 PM
Sun, 9/24/2017						
Message from	Mon, 9/18	Information			20 minutes delay	Me 1234567
Line	Orange Line	Measures			Intensified information to passengers; Priority to international connections	Need more staff to guide passengers... 10:42 PM
Location from	Main Station					
Location to	Mippi Docks	Place			Access to train ramp	
Region	East, South					
Estimated Resolution at	Fri, 9/22					
REM ID	2017098168					

Message Type	Line	from	to	Region	Information	Changed
Vandalism	Kiwi Line	Mippi Docks	Main Station	East, South	regional connections delayed	8:42 PM
Severe weather	Orange Line	Mippi Docks	Beach	East, South	regional connections delayed	8:32 PM
Strike	Kiwi Line	Old Bridge		East		8:10 PM
Severe weather	Orange Line	Mippi Docks	Main Station	East, South	regional connections delayed	8:02 PM
Copper theft	Kiwi Line	Old Bridge	Mippi Docks	East	regional connections delayed	7:18 PM
Strike	Kiwi Line	Mippi Docks	Main Station	East, South	30 minutes delay	7:11 PM
Severe weather	Kiwi Line	Main Station	Mippi Docks	East, South	20 minutes delay	6:24 PM
Changed schedule	Kiwi Line	Old Bridge	Main Station	East, South	30 minutes delay	6:16 PM
Vandalism	Kiwi Line	Mippi Docks		East	30 minutes delay	4:33 PM
Severe weather	Kiwi Line	Mippi Docks	Main Station	East, South	regional connections delayed	3:03 PM

by cca.io

**Meldungen**

Alle Favoriten Filter

- Beach - Main Station  
**Orange Line**  
14:15  
Voraussichtliche Dauer bis 21:15
- Flooding** 2h  
Main Station  
**Express Line**  
06:43  
Dauer unbekannt
- Strike**  
Old Bridge  
**Kiwi Line**  
20:10  
Dauer unbekannt
- Flooding**  
Mippi Hill  
**Strawberry Line**  
Do. 21.9.  
Voraussichtliche Dauer bis 21:15
- Severe weather**  
Mippi Docks - Main Station  
**Orange Line**  
10:54

Aktualisiert: 22:45

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**Meldungsdetails**

**Flooding** 2h  
Meldung von Do. 21.9.

- Bereich: Strawberry Line
- Bahnhof: Mippi Hill
- Region: North

Information: 30 minutes delay  
Maßnahmen: All trains leave at platform 5  
Wo: Platform 3  
Voraussichtliche Dauer bis 02:58  
REM ID: 2017034901



Available now.  
Try it: [unite-inform.cca.io](http://unite-inform.cca.io)

# Establish boundless (voice) communication!

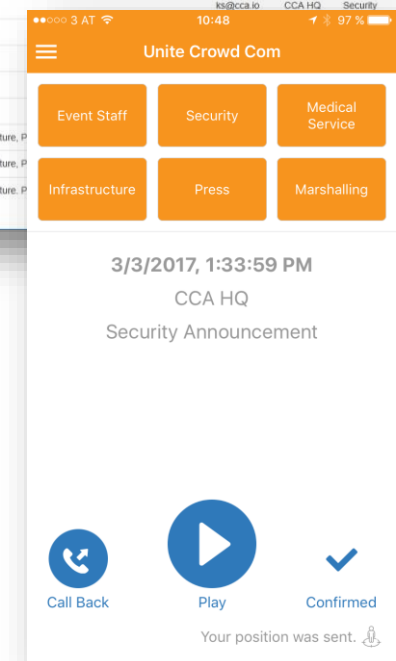
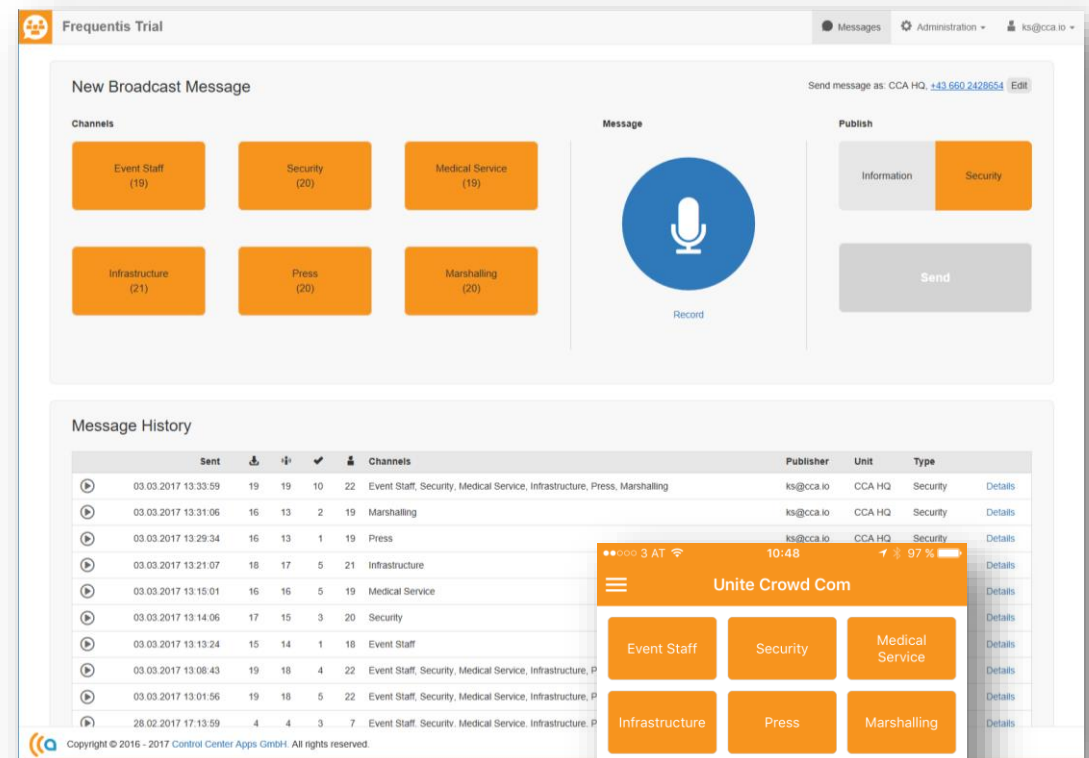
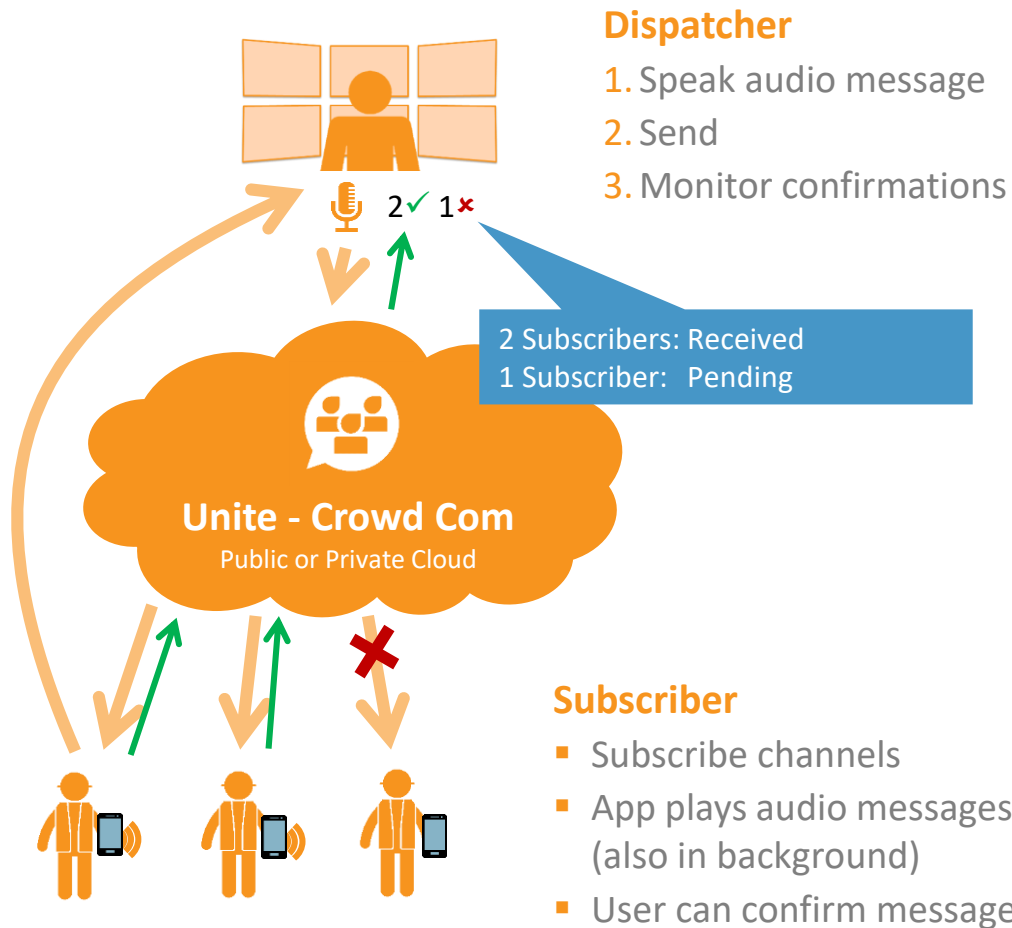
- Integrate
  - internal & external employees
  - all stakeholders
- Communicate across borders
- Add subscribers ad-hoc

## Unite Crowd Com

- Spoken announcements to smartphones
- Phones automatically play announcements
- Users can confirm the message and call back
- Control Center can monitor delivery
- No infrastructure required

## Use Cases

- Stations
- Trackside Workers
- Disaster Management
- Major Events



Available now.  
Get free trial: [crowdcom.support@cca.io](mailto:crowdcom.support@cca.io)

## Task your decentralized staff!

- Internet of People!
- Your staff is virtually everywhere! – Benefit from this!
- React flexibly to unexpected situations



## Unite Crowd Task

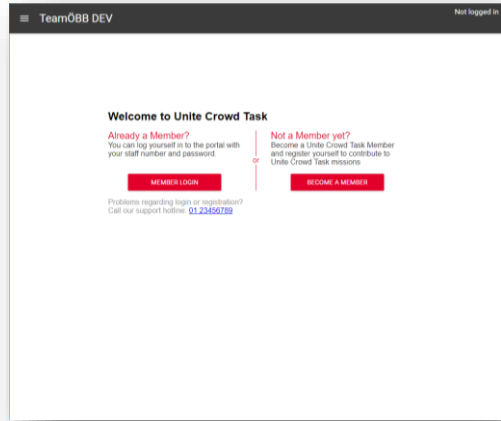
- Locate appropriate available staff
- Setup ad-hoc teams
- Manage teams
- Provide communication means

## Use Cases

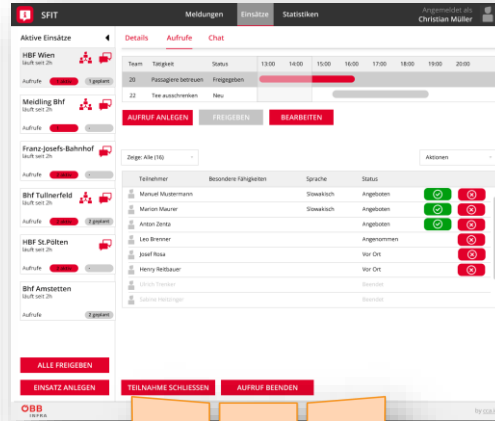
- Passenger support in case of major disruptions (TeamÖBB)
- Technical Incident Management
- Disaster Management



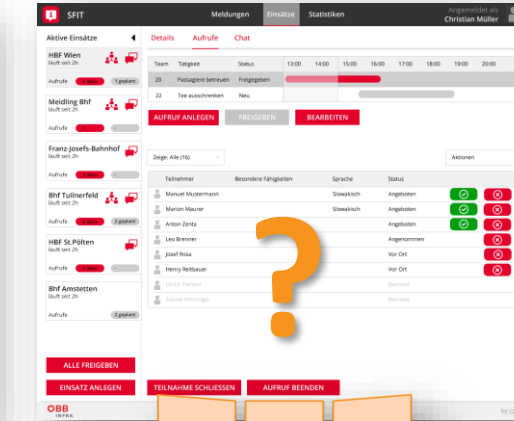
# 1. Registrate



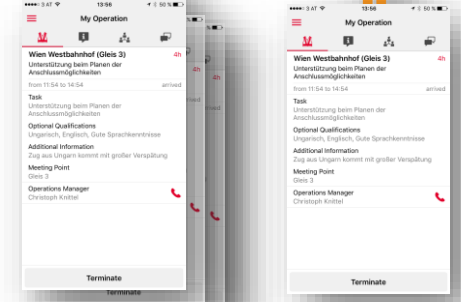
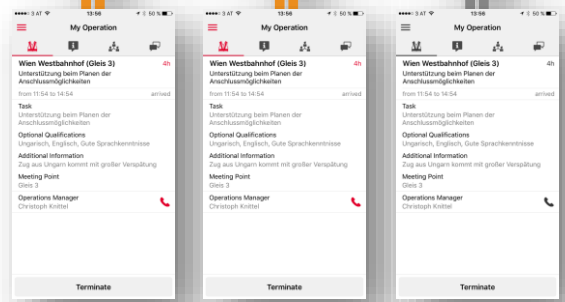
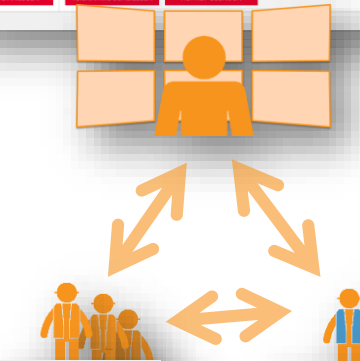
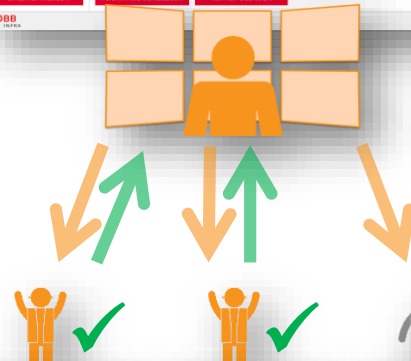
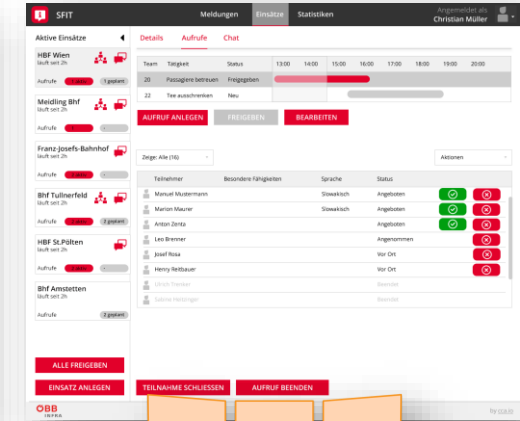
# 2. Plan Operation



# 3. Setup Teams

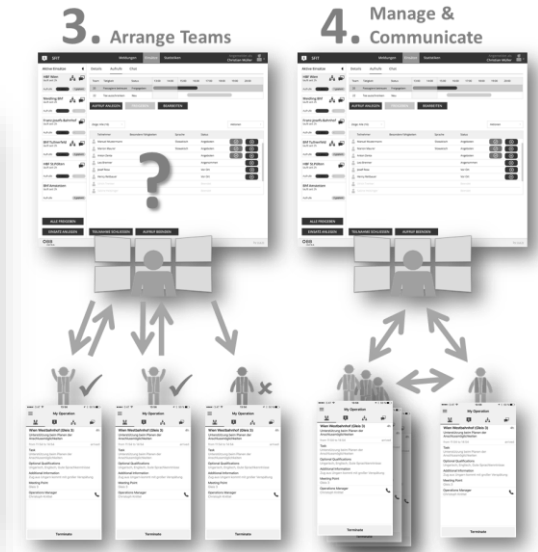
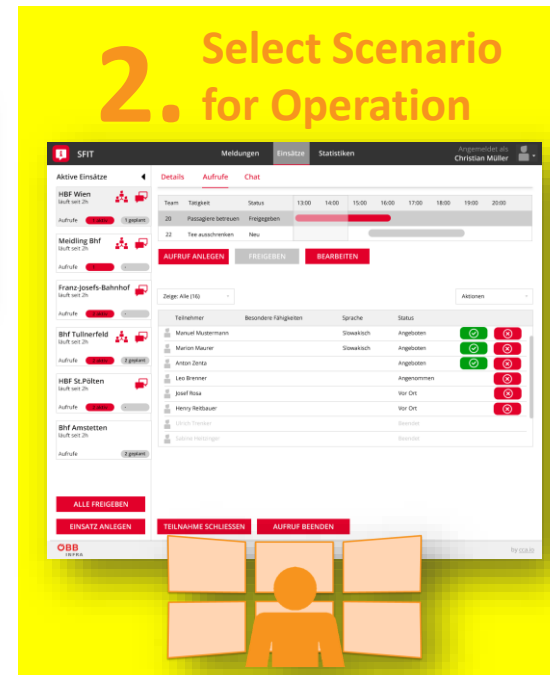


# 4. Manage & Communicate



# Orchestrate your decentralized staff!

- Preplan scenarios
  - for frequent cases
  - for critical cases
- Launch scenarios



## Unite Crowd Task (Extension Concept)

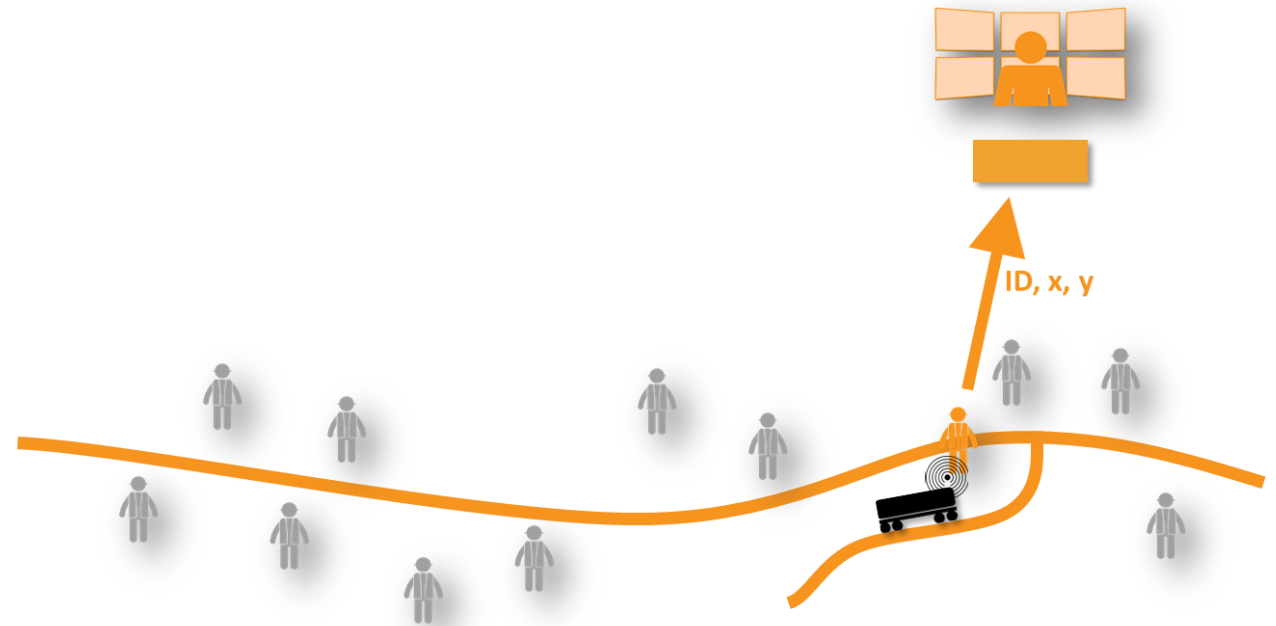
- Predefined Scenarios for
  - certain types of disruptions
  - at critical network nodes
- Scenario consists of
  - customer information
  - preplanned operations for certain locations

## Use Cases

- Deviation Management
- Technical Management
- Safety Management

# Let your staff harvest data!

- Your staff is everywhere!
- Benefit from this
  - to find things or
  - to retrieve data
- Avoid
  - expensive infrastructure and
  - security threats



## Unite Crowd Harvest (Concept)

- App transparently collects and reports data (e.g. via iBeacons)
  - state
  - location
  - environment

## Use Cases

- Where is my freight car?
- What is the health state of my infrastructure?

# Challenges

## Device

- Company devices
- Private devices (BYOD)
- Huge variety of different devices and OS

## Deployment

- Network restrictions by organization
- Network requirements by technology
- MDM (App Wrapping)

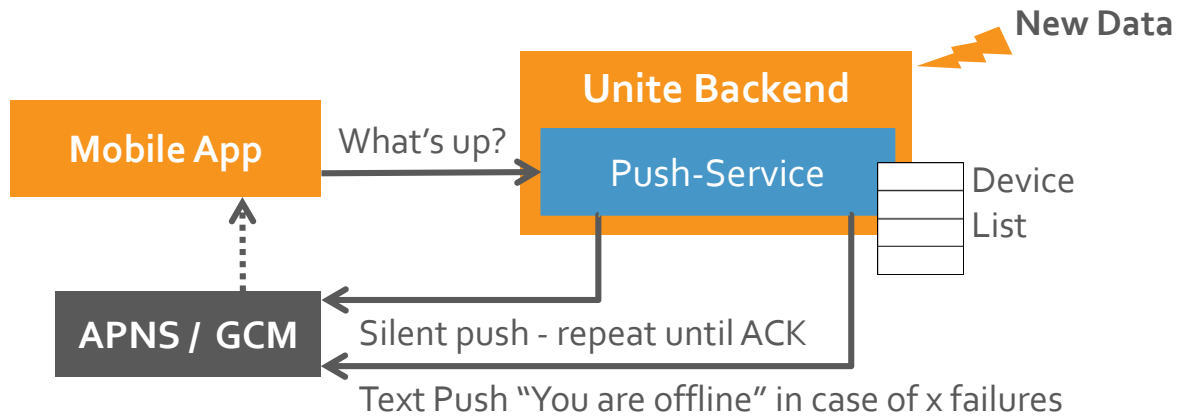
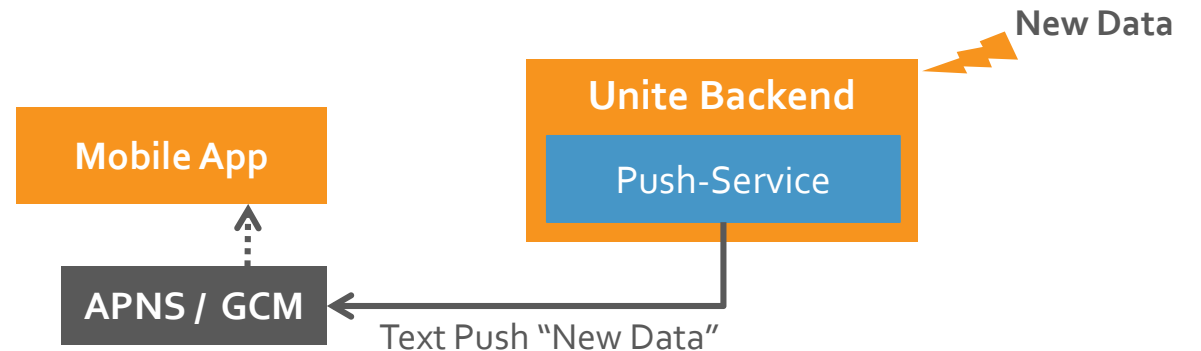
## Conceptual

- Legal
- Organizational

## Push – the standard way

## Push – the mission critical way

- Transparent
- Confidential
- Reliable
- Operate in restricted networks
- Traceable



# Benefits

Flexible

Scalable

Reliable

Powerful

**We are  
Open Minded**

**We are  
Experienced**

**We have the  
Building Blocks**

**We are ready for new challenges...**

**Thank You**  
for your attention