



Strukton Systems Monitoring & Travel Systems Commissioning, Service & Maintenance

You may encounter problems with your technical systems during their life span. The result: reduced punctuality, travel information incorrect or entirely lacking, dissatisfied passengers, irate politicians.

Problems that therefore need to be resolved both adequately and swiftly. This is expected of you. Strukton Systems knows how crucial it is for systems to continue to operate properly throughout their life span. This is also the reason why Strukton Systems not only develops, builds and installs systems, but also provides maintenance and support during their entire useful life.

Monitoring & Travel Systems

In addition to the development, construction and installation of complex technical systems for asset monitoring (POSS) and dynamic passenger information (DRIS), our Monitoring & Travel Systems division provides support and performs the maintenance on such systems. The Monitoring & Travel Systems maintenance group remains involved throughout the life span of the products. As a customer, you are therefore given the opportunity to submit input for new developments, while we help you consider the efficient installation, assist in the rollout and commission the systems. We therefore know the systems that we maintain for you like the back of our hands.

Short lines

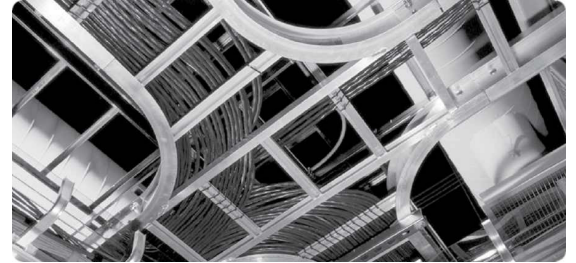
As contemporary systems are rather complex, the problems encountered sometimes span several disciplines. Our lines of communication with the system developers and software architects are therefore short, which enables us to resolve complex problems more rapidly.

Minimum downtime

Our service organisation is highly experienced in the fields of monitoring and passenger information systems. We have acquired a sound reputation among our customers for our knowledge, skills and problem-solving approach. Our dedicated specialists adopt a highly pragmatic attitude. Our motto and our main concern: get everything working again first. Breakdowns in systems are rectified as soon as possible. Discussions relating to the costs or system delineation are therefore left till later. This no-nonsense approach helps minimise the downtime of the systems.



Strukton
Systems



Management & Helpdesk

POSS monitoring systems are generally installed at isolated sites, while DRIS systems are often not under direct surveillance. We therefore automatically monitor the operation of the systems. Our system managers are capable of immediately intervening remotely. What's more, a helpdesk is available 24/7 to handle user queries, reported breakdowns and specific system settings, which can be accessed by telephone, fax or e-mail. You can also track the status of breakdowns using a web interface.

ITIL – ISO 9001

Our systems comprise considerable amounts of information technology, while modern technical maintenance is based on the best practical solutions. Our processes are therefore implemented using ITIL, are regularly audited and comply with the ISO 9001 standards.

Reports

We draw up regular reports that monitor the state of repair of those systems that we maintain. Trends are analysed and improvement proposals are discussed with the customer.

Hosting of POSS and DRIS platforms

All POSS and DRIS servers and linked ICT connections are housed in a data centre in Enschede managed by Equinix. This data centre complies with the most stringent requirements in the following fields:

- Redundant power supply
- Monitoring
- Cooling
- Fire detection & prevention
- Anti-flood & earthquake damage measures

Should you so require, we can support all systems 24/7.



System maintenance

The systems we perform maintenance on include remote POSS monitoring systems for almost all vital sets of railway points in the Netherlands, interference current analysis equipment, level crossing monitoring and rail temperature systems. We also perform the management and maintenance of dynamic passenger information systems in Rotterdam (tram and underground), Zoetermeer, Leiden, Zaanstad, Groningen, Zeeland and the South Tangent in the province of North Holland. On request, however, we can also assume responsibility for the maintenance of systems other than POSS and DRIS.

In addition to the systems throughout the Netherlands, we have service centres in various countries, some of which are operated in cooperation with the customer. The centres in question are based not only in Scandinavia, the United Kingdom and Italy, but also in Australia.

We clearly describe the minimum that customers can expect of us in service level agreements (SLAs). SLAs are drawn up entirely in accordance with customer requirements, while being continually assessed and adapted to changing circumstances during the course of time.



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