

# Cisco

## A Modern, Safe, Secure and Improved Passenger Experience



Passenger on device

As ridership inches towards pre-pandemic levels, rail operators are tasked with evolving their operations and adapting to new transit behaviours to provide the experiences passengers expect.

### From Nice-to-Have to Must-Have

The increase in **hybrid work** has caused foundational shifts in travel patterns and revenue-generation models in rail. Even with the infusion of needed infrastructure funding, it has become critical for rail organisations to ensure the long-term financial viability of their networks. Building a safe and modern passenger experience is essential.

Internet connectivity for passengers used to be a nice-to-have. But in today's hybrid work environment, it has turned into a must-have. As workers travel from home offices to customer visits to the corporate office, the connectivity experience must be reliable – whether jumping on a Webex meeting or catching up on email. Business travellers choose how to move around their city based on when and where they can be connected. Reliable connectivity also enables enhanced passenger features such as interactive kiosks, wayfinding and real-time estimated time of arrival (ETA) communications making the experience seamless and reliable.

Safety concerns must also be considered as operators aim to dynamically address potential incidents to improve overall safety and comfort for travellers.

Automated video monitoring of train and station surveillance and video incident capture from on-board cameras are a few ways operators are gaining more visibility into the passengers' environment. These solutions not only make passengers feel more secure during their experience, but also provide transit authorities with improved operational awareness.

## Seamless, Secure Connectivity

Ensuring seamless, secure connectivity, from the station to the train, is foundational for creating a modern passenger experience and developing new revenue services. As a global leader in data, networking, and security, Cisco's **Connected Rail** solutions provide the network foundation for improving the safety, efficiency and service levels of rail operations.

**Cisco Validated Designs (CVDs)** provide design and implementation guides for critical portions of the rail architecture. Rail operators and Cisco solution partners use the CVDs as a secure foundation on which to build their solutions for passenger services, video surveillance and analytics, operations, maintenance, and signalling and control.

The Cisco **Connected Station** architecture supports innovative services for passengers, helps deliver safety and security for workers and passengers within a station, simplifies operations and provides station staff with more efficient communications.

Cisco's **Connected Train** solution provides a multi-service network foundation, converging the capabilities from multiple proprietary networks in train cars onto a common IP network. The solution provides a resilient infrastructure capable of supporting numerous

services and use cases, including improved passenger experience.

A modern, safe, secure and improved passenger experience can be achievable if leaders make the right investments. In many cases, multiple business outcomes can be delivered with a common architecture. As critical use cases are rolled out, Cisco can help ensure reliable connectivity and end to end security at every level of architecture. It is an exciting time as transportation organisations are building the future of mobility and Cisco is proud to be working with transportation agencies globally to be the bridge between new transit digital infrastructure and an improved passenger experience.

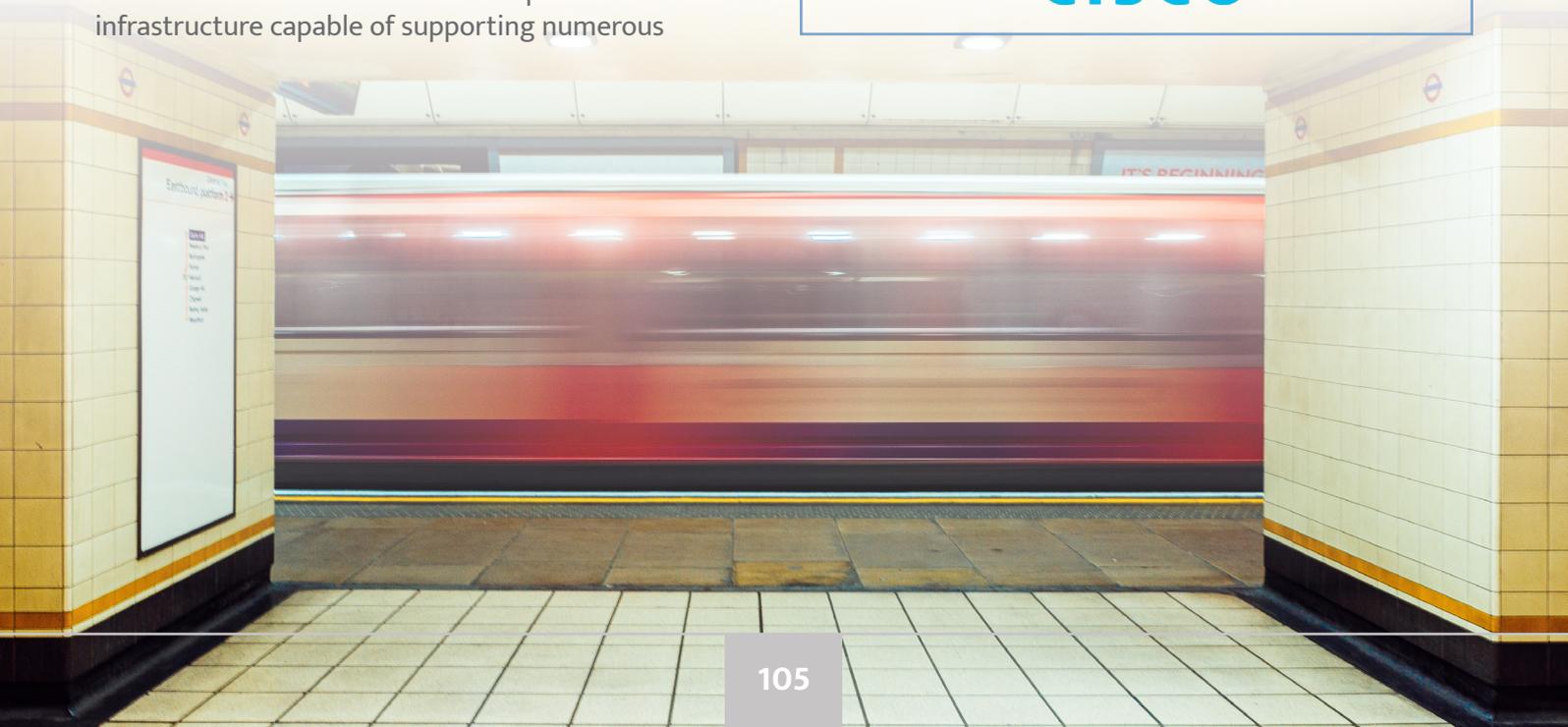
Find out more about how **Cisco helps transportation operators** and explore **Cisco's portfolio for transportation** to see the use cases and architectures that are making a difference in transportation today.

Cisco

Scott Lantis

[cisco.com](https://www.cisco.com)

[slantis@cisco.com](mailto:slantis@cisco.com)



Between the future of transportation and  
the secure infrastructure that connects it



there's a bridge.

Cisco has been partnering with transportation organizations across the globe for the past decade. Moving the industry forward with technologies that can be integrated into existing and new infrastructure.

Through proven and well-established standards-based technologies, Cisco Connected Rail can help maximize implementation success and significantly reduce installation risk, cost and deployment time while providing solutions for better safety, improved reliability, and enhanced efficiency.

Learn more at [Cisco.com](https://www.cisco.com)

Cisco portfolio for transportation:  
What can we help you solve today?



The bridge to possible