



ICONIC

Icomera Network Insights and Control Software



# This is **ICONIC**



**We are on the cusp of a digital revolution in transport.** Vehicles and onboard systems are becoming increasingly connected. Vast quantities of data need to be sent reliably and securely in real-time to and from the moving vehicle, and public transport operators (PTOs) need to be able to handle all the data appropriately, quickly resolving any issues that may develop.

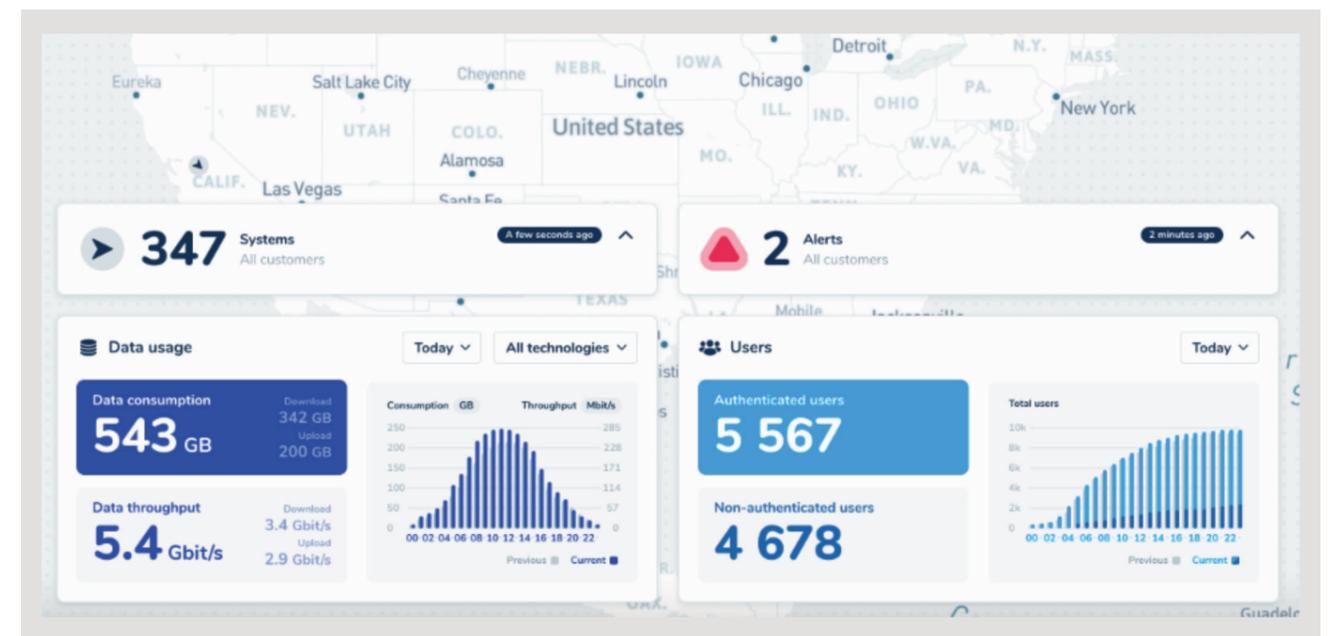
Operators can therefore no longer afford to live in a world of simple monitoring tools and reactive workflows; rather, they require software solutions which empower them to proactively optimise their own systems, analyse multiple data streams simultaneously and mitigate against any potential issues at the earliest possible point.

As the leading provider of mobile Internet connectivity solutions for public transport, Icomera's unrivalled experience in the field has taught us exactly which issues our clients are likely to encounter as they progress along their digital roadmap. Specifically designed for monitoring, managing and optimising your solution, **Icomera's Network Insights and Control (ICONIC)** software is a set of indispensable cloud-based tools which have been developed from the ground up to address operators' needs of today and ambitions of tomorrow.

**Putting future-proofed functionality at your fingertips, ICONIC takes advantage of technologies such as machine learning to deliver deep insights into network performance, enabling full fleet-wide control.**

## Monitor, Analyse & Report on Performance

Through its intuitive, easy-to-navigate and customisable web interface, ICONIC allows users to quickly view key metrics, or drill-down into the data on an account, fleet and system level in order to make granular statistical analyses.



Operators can track vehicles in a fleet in real-time and inspect a wide range of data relating to the quality of connection, data consumption, system and hardware performance along a vehicle's route. With ICONIC's formidable monitoring functionality at their disposal, PTOs can better analyse their systems, making data-driven decisions on how to maintain and improve their solution.

Central to the success of a mobile Internet connectivity solution is the quality of connection available to and from the moving vehicle. ICONIC monitors the status of the radio links the vehicle is utilising along its route. Information is collected about which networks are being used, the signal strength, data throughput and the overall performance of the connectivity. Chronological graphs of bandwidth and other available data are available at a router level.

Users can also generate several types of report within ICONIC, which further enhance the tool's capacity to provide operators with the best statistical springboard from which to monitor and maintain their system.

# Detect, Investigate & Resolve Issues

Using machine learning technology to automatically raise alerts, ICONIC enables issues to be detected and investigated quickly.

When an automated alert is raised within ICONIC, issues can be triaged and fixed at the earliest possible point; this offers the dual advantages of increasing system uptime and improving the user experience, protecting an operator's brand image and investment.

A wide range of metrics are provided for each alert in ICONIC. It's possible to view statistics regarding the issue, the location in which it occurred, its type and current status; additionally, ICONIC can provide information on other issues which have been detected historically on the same fleet and / or system, and other issues which have occurred in the same geographical region.

This wealth of data allows issues to be intelligently predicted before they have any detrimental impact.

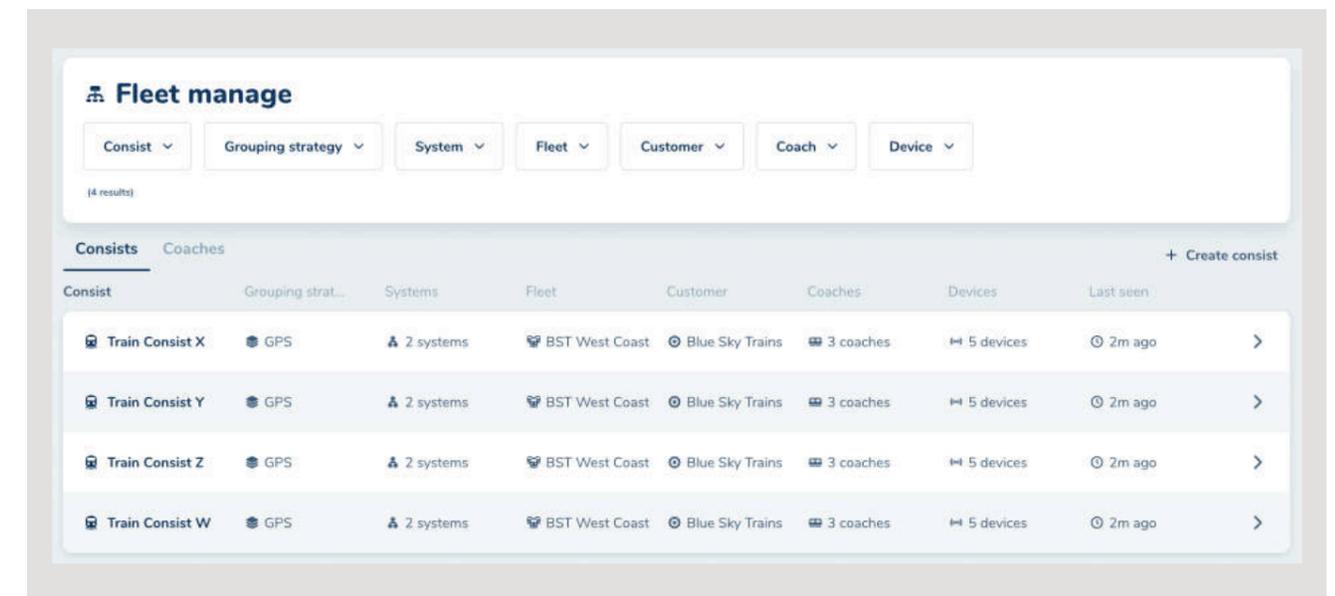


# Remote Fleet Configuration & Management

The entire Icomera onboard system and network can be configured and managed using ICONIC. Service upgrades can be deployed, security patches installed and performance issues fixed over-the-air as and when required.

All Icomera devices (Icomera routers, SynAPse access points, TraXside units etc.) which have been installed onboard a vehicle can be remotely configured using ICONIC. Users can organise their fleet into consists of vehicles, grouped together by either headcode or GPS.

By arranging their fleet using ICONIC, PTOs gain a clear overview of their system architecture, and understanding of which onboard devices (routers, switches, access points, cameras, etc) travel together within the same vehicle consist.



Devices set-up within ICONIC can automatically detect and download new configuration settings and security patches over-the-air, as soon as updates become available. With over 20 years' experience pioneering mobile Internet solutions for public transport, Icomera has developed intelligent automated processes for guarding against any loss of power or connectivity while remote updates are in progress, reducing the need for field engineers to visit vehicles in person to perform manual system upgrades.

# Secure, Resilient & Scalable Data Storage

All data collected by ICONIC is stored using Icomera's powerful cloud-based system. Designed with public transport data front-of-mind, our cloud system architecture offers a wide range of benefits, providing peace of mind for clients.

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**Security** – All ICONIC data is backed-up and stored in more than one server location, providing clients with the peace of mind that their data is kept safe and secure

**High-performance** – Fully responsive, our cloud-based storage facilitates the fast and efficient transfer of data to and from ICONIC's tools, allowing you to access the information you require as quickly as possible

**Robustness** – The system has been designed to manage and withstand high volumes of traffic at all times, delivering a solution which you can always rely on

**Scalability** – The system has been built to be both scalable and future-proof; as with ICONIC itself, the storage system is upgraded continuously as technology and industry demands develop

# Get in Touch Today...



At Icomera, we work in partnership with clients to build long-term relationships. We listen to your needs and advise you on the solutions that fit your requirements, with room to grow in the future. We are with you through the installation process and over the entirety of a solution's service life. We can point to our proven track record of successful projects, providing relevant case studies on request.

To find out more about how we can help you, contact [sales@icomera.com](mailto:sales@icomera.com) today

## About Icomera

Icomera is the world's leading provider of integrated connectivity solutions for trains, trams, buses and coaches, serving millions of passengers and tens of thousands of onboard systems on a daily basis.

We deliver the fastest, most reliable and secure Internet connection available to a moving vehicle, supporting a wide range of digital applications which increase passenger satisfaction, enhance operational efficiency, and improve safety and security.

Our solutions make transport more attractive for passengers and part of a smarter, safer, greener future for everyone, accelerating the transition towards a carbon-neutral world.





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