



RailSmart

**RailSmart Service Definition
from
Velociti Solutions**



VELOCITI

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1. About Velociti Solutions

Velociti Solutions is an award-winning digital solutions and service provider to the transport industry.

A dedicated team committed to using their knowledge and expertise to deliver technology solutions to known and emerging rail industry challenges.

We develop digital solutions to support the rail industry, helping customers to increase productivity, and reduce risk and cost.

Our flagship RailSmart suite of software applications continues to positively disrupt the rail sector as more and more passenger and freight operating companies, and suppliers to the rail industry use the software.

We are proud to have delivered our services to a broad mix of companies within rail sector and our experience within the rail sectors enables us to harness the best ideas, practices and solutions to the benefit of every client.

2. RailSmart software suite

RailSmart is a suite of easy-to-use, simple to deploy web and mobile applications that are used daily by the companies including Network Rail, Stadler, GB Railfreight, LNER, EMR and ScotRail.

A suite of powerful business applications developed to improve safety, reduce costs, increase efficiency and enhance operational performance.

Our powerful RailSmart applications are used throughout the industry to help with: safety and compliance, resourcing and planning, operations and performance, effective communication and passenger information.



People and safety
Managing employee competency and compliance



Customer information
Interactive timetables and route maps on train services and station details



Operations
Driving operational efficiency before, on, and after the day of service



Further information on each RailSmart component can be viewed on our website at: velociti-solutions.com/RailSmart

3. Software solutions and services

3.1 People and Safety suite

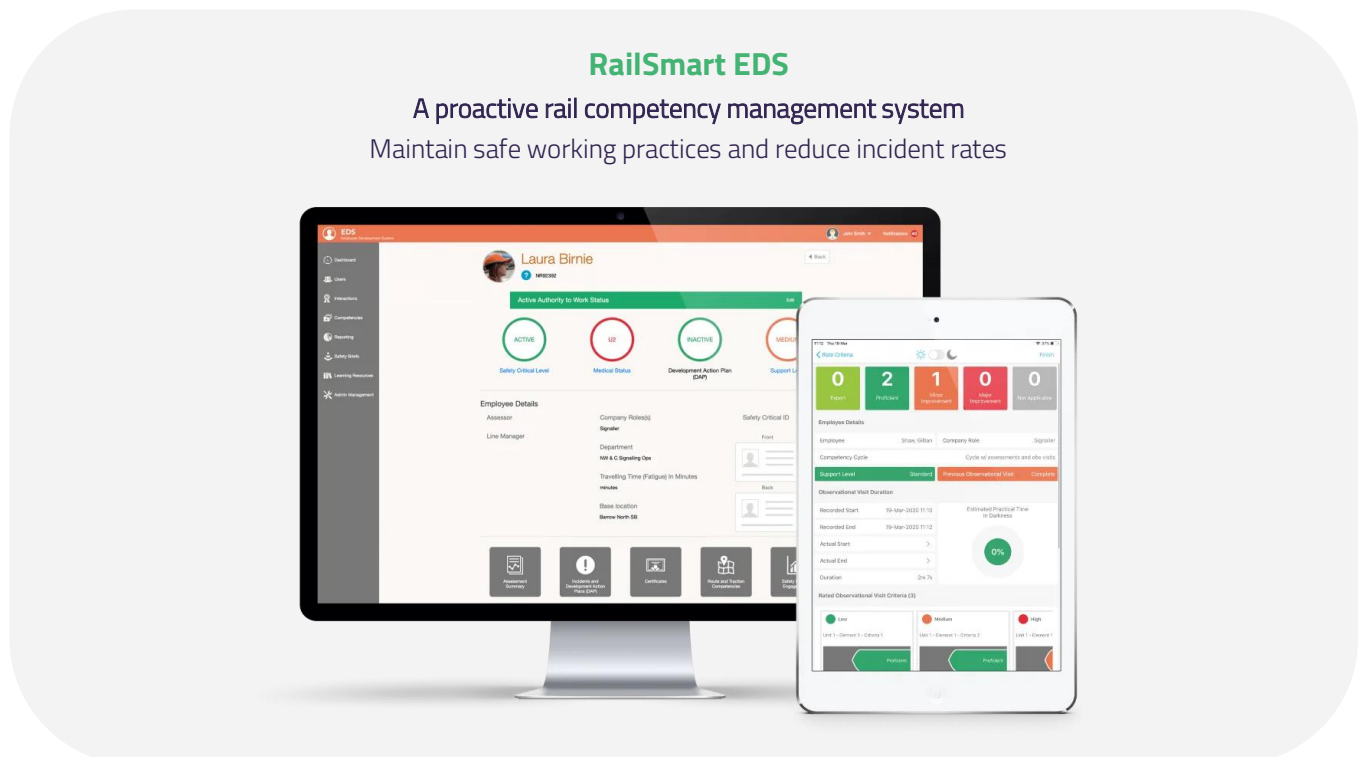
Our award-winning solutions are specifically designed for the rail industry, reflecting a deep understanding of its unique intricacies and challenges. These solutions focus on enhancing safety and compliance, which are paramount in ensuring the smooth operation of rail services.

RailSmart EDS (Employee Development System)

Our employee development software goes beyond just compliance. Enabling organisations to deliver targeted training and support. Providing an improved view of competency data covering:

- Knowledge, certificates and a performance profile.
- Workflow management for incidents, medicals and support plans.
- Create specific teams or groups of employees to manage.

Smart, simple software designed to help lower business risk and reduce incidents.



RailSmart Employee Development System (EDS) is an enterprise cloud-based Competency Management System with mobile assessment tool. This SaaS offering provides full visibility of employee competency without the administrative burden of compliance. Proactively manage employees, improve capabilities and drive up standards whilst reducing business risk.

Directly accessible through a common internet browser RailSmart EDS provides:

- **Improved visibility** of competency data for assessors, managers and employees with visual reports.
- **Accurate Assessments** can be captured at source through the RailSmart EDS assessment mobile application.
- **Better business risk management** through easy-to-use lifecycle management for employee incidents and support plans.
- **Raising standards** and encouraging best practice amongst assessors is achieved through the auditing and verifying capabilities of the software.

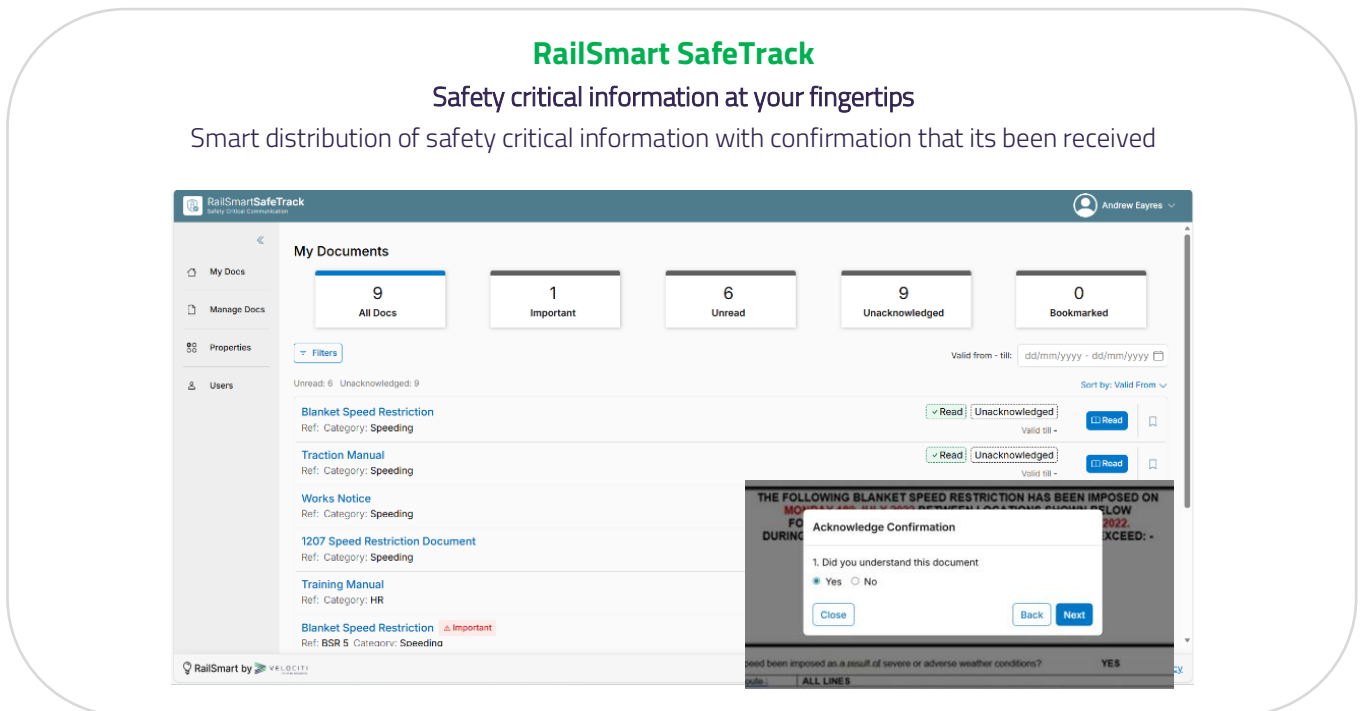
High level overview of EDS features:

- System roles from Admin, Assessor, Verifier, Manager to Employee
- Multiple Competency Cycles can be managed with various role types
- Assessment tool for creating, archiving, or viewing in progress
- Reporting by department, roles, teams over time period
- Employee read-only access to view own profile
- Mobile assessment tool with the ability to view and complete assessments offline
- License ID and Certificates upload for each employee
- Learning Resources dissemination by role type
- Authority to Work, Safety Critical level and Medical status management
- Incident and Support plan lifecycle management
- Management of Competency Evidence
- Integration with Learning Management Systems
- Integration with Rostering Systems

RailSmart SafeTrack

Discover RailSmart SafeTrack, a cloud-based system which provides targeted, time sensitive, safety critical information to enable employees to safely complete their roles. Smart distribution allows information to be distributed to the people who need it, allowing them to focus on what's important, while notifications mean they never miss a document. Furthermore, search, sort and filter tools along with document annotations and bookmarks make finding key information easy.

On the other side, read receipts and acknowledgement records ensure confidence that documents have been received, while comprehensive, flexible reporting and audit records provides key insights.



High level overview of SafeTrack features:

- **Single sign on:** no need to add another username and password to your list, instead sign in using your pre-existing credentials
- **Smart document distribution:** target documents to the exact people who need them, ensuring they can focus on what they really need to know
- **Notifications:** never miss when a document is uploaded with push and email notifications
- **Cross platform:** access your documents wherever you are with SafeTrack web and mobile
- **Annotate documents:** underline, highlight, add comments and more to documents to make them your own and mark key information
- **Bookmark and favourite documents:** save key pages and documents to make coming back to them later easier
- **Download documents:** download documents to view offline in case of poor internet connection, and audit information is stored and sent once you're back online
- **Document acknowledgement:** have confidence that your users have received and read their documents with audited document acknowledgment
- **Audit logs:** including when documents are received as well as read
- **Comprehensive reporting:** easily find all the information you need, from who's read what documents, to whether a user has acknowledged their documents on time

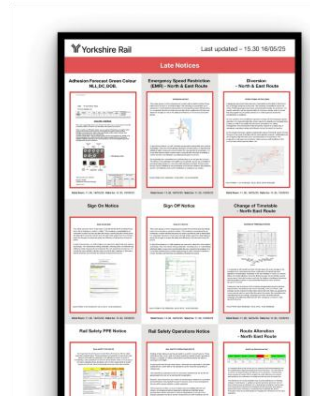
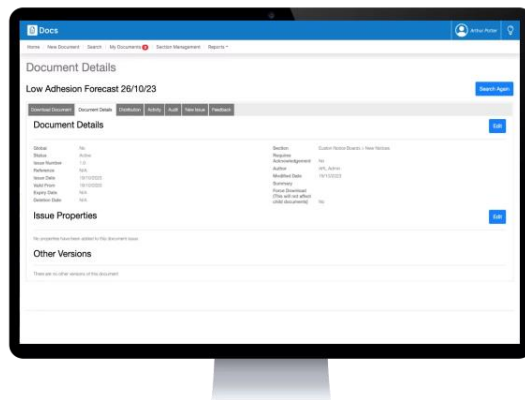
RailSmart DNB (Digital Notice Boards)

Gone are the days of cluttered corkboards and missed communications in rail stations. RailSmart Digital Notice Board (DNB) brings notice management into the digital age, offering a streamlined solution to distribute critical information across your network. Designed specifically for the rail industry, this innovative tool allows operators to centrally publish, update, and display important notices across multiple locations with ease.

RailSmart DNB

Centralised notice-board management

Transform notice management through a centralised platform, improving efficiency, ensuring compliance and modernising communication across your network



RailSmart DNB not only improves the visibility of essential updates but also enhances operational efficiency by allowing notices to be scheduled, pinned, and color-coded for prioritisation. Keep your workforce informed in real-time with this advanced digital communication solution.

RailSmart DNB features:

- **Centralised notice management:** Easily publish documents to multiple digital notice boards from a central platform. Notices can be uploaded, scheduled and published across your network from a single location, ensuring that all employees have immediate access to critical updates. This centralised approach eliminates the need for manual posting and reduces the risk of missed notices.
- **Multiple notices displayed:** Display up to 12 notices at once, ensuring maximum visibility of important updates, arranged chronologically. As new notices are added, older ones automatically shift down, ensuring the most recent information is always at the top.
- **Prioritised notice visibility:** Ensure important notices stand out with colour coding and pinning options. By using colour-coded borders and the option to pin important messages, operators can highlight urgent information. Recent notices within the last 24 hours are marked with a distinctive red border, making them easily recognisable to staff.
- **Publishing flexibility:** Schedule notices with start and end dates for greater control. By setting 'Valid From' and 'Valid To' dates, you can automatically schedule when each notice appears and expires, reducing clutter on the board and ensuring only relevant information is displayed.
- **Custom branding:** Incorporate your company's branding into the digital notice board, making it consistent with your corporate identity. This feature helps reinforce your brand while maintaining a professional and cohesive look across your rail network.

3.2 Customer Information suite

RailSmart DRM (Dynamic Route Map)

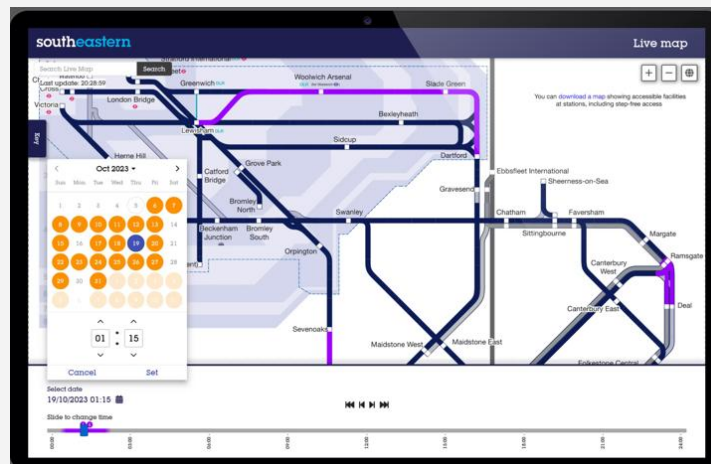
Discover RailSmart DRM, an award-winning solution for live rail map software, designed to transform the way passengers interact with the rail networks. Our platform provides leading edge interactive rail map displays, offering dynamic and comprehensive rail route map solutions. Designed with both the passenger and operator in mind, RailSmart DRM is your go-to rail passenger information software, keeping everyone informed and connected.

See [dynamic route maps live](#) on our client websites: [Southeastern](#), [ThamesLink](#), [Greater Anglia](#) and [Transport for Wales](#)

RailSmart DRM

Live and interactive rail map software

Keep passengers informed with disruption and station information



High level overview of RailSmart DRM features:

- **Zoom in / out for detailed map exploration:** Discover the flexibility of our maps, designed to change detail levels as you zoom, making it easier to find the information you need.
- **Mobile friendly design:** Optimised for on-the-go access, our software ensures that passengers have the best possible experience on any device.
- **Customisable maps:** Tailor the look and feel of your maps to match your brand, ensuring a cohesive and intuitive user experience.
- **Auto-updates:** When the data changes on NR or NRE systems the map stays up to date.
- **Delay flexibility:** Set clear parameters for what constitutes a minor or major delay.
- **Colour coding:** Use intuitive map colour that auto-changes when status is updated.
- **Alternative routes:** Offer solutions and guidance during disruptions, including alternative bus routes.
- **Accessibility information:** Provide clear information on station accessibility for passengers with special needs.
- **Look ahead:** Use the calendar 'look ahead' to display delay impact during engineering works.
- **Service information:** Help passengers by sharing platform access location, train layout and more.
- **Station data:** Share station information – on parking, lifts, facilities and other station details.
- **Easy CMS:** A simple and 'self-running' Content Management System.

RailSmart T&T (Trainset and Timetables)

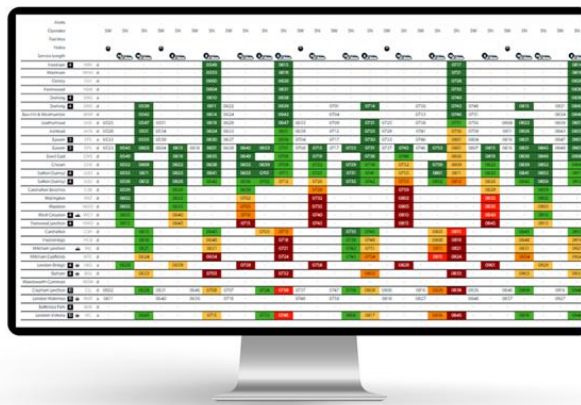
Accurate and accessible timetables are essential for providing passengers with a seamless travel experience. RailSmart T&T empowers operators to transform complex rail data provided by Network Rail into user-friendly, customised timetables. Whether embedded into your website or printed for physical distribution, the solution ensures that passengers always have the information they need to plan their journeys with confidence.

See **timetable and trainset information** on our client websites: [Great Northern](#) and [ThamesLink](#).

RailSmart T&T

Transform complex rail data in clear, passenger-friendly timetables

Timetable software built to streamline production and improve operational efficiency



With features tailored to rail planning, scheduling, and timetable production, the system is designed to meet the unique challenges of the rail industry, providing up-to-date, accessible solutions for operators and passengers.

RailSmart T&T features:

- **Branded, customised timetables** – operators can integrate fully branded and customisable timetables into their websites, ensuring journey information aligns with their visual identity and presents a professional, consistent experience for passengers.
- **Accessible for all passengers** – timetables are fully WCAG 2.1 compliant, offering screen reader compatibility, mobile optimisation and accessible PDFs so all users, including those with visual impairments, can easily plan journeys.
- **Rapid timetable production from rail data** – The software reads Network Rail CIF files and automatically converts complex rail data into clear, passenger-friendly HTML or PDF timetables.
- **Train loading insights** – Colour-coded, up-to-date train occupancy data helps passengers choose less crowded services, improving comfort and reducing peak-time congestion.
- **Easy management of short-notice changes** – Operators can quickly manage short-notice timetable changes caused by engineering works or disputes, keeping passengers informed, reducing confusion and improving service reliability.
- **Managed or self-service options** – RailSmart T&T offers the choice of a fully managed service to reduce internal workload, or the flexibility for operators to manage timetables themselves.

Timetable Production Service

We offer a comprehensive timetable production service tailored to suit your organisation's specific needs. Clients can choose between a fully managed service, designed to significantly reduce internal workload, or a flexible supported option that allows operators to create and manage their own timetables with our RailSmart T&T software solution and guidance.

By leveraging our expertise, proven processes, and industry knowledge, we ensure rail timetables are produced accurately and efficiently, enabling fast turnaround times without compromising quality. Our service helps organisations respond quickly to operational changes while maintaining reliability and compliance.

HTML Timetabling

Our HTML timetabling solution enables rapid production of high-quality timetables directly from rail data. The software ingests Network Rail CIF files and automatically transforms complex operational data into clear, easy-to-understand, passenger-friendly HTML or PDF timetables.

All timetables are fully compliant with WCAG 2.1 accessibility standards. They are optimised for mobile devices, compatible with screen readers, and available as accessible PDFs, ensuring all users — including those with visual impairments or other accessibility needs — can confidently and independently plan their journeys.

Station Journey Information website pages

Station Journey Information is a stand alone, data driven service that provides customer facing web pages focused on specific stations and journeys. The service enables operators to embed rich, up to date station and journey information directly into their own websites, ensuring customers can access relevant details in a consistent and accessible format.

Content is dynamically generated from trusted operational data sources and can be tailored to promote key routes, journeys or local information, supporting better journey planning and improving the overall station experience for customers without the need for additional in house development or maintenance.

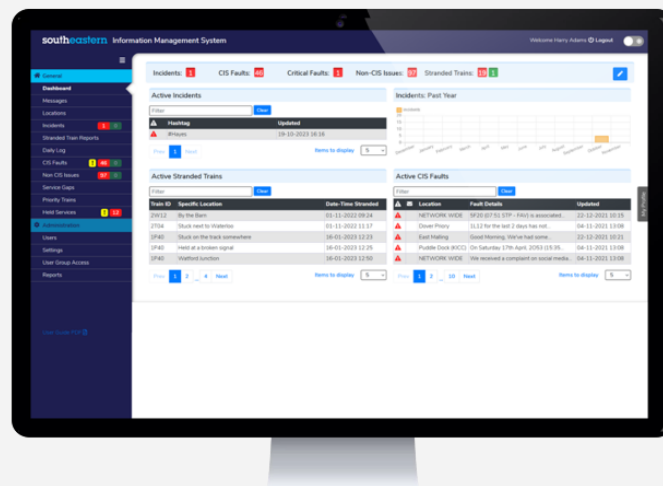
RailSmart IMS (Information Management System)

Discover RailSmart IMS, an award-winning software solution which delivers information management and incident reporting all in one place. Designed to be the single source of truth, it presents a holistic view of incidents, faults and stranded trains across the network in real time while a variety of built in communication systems then allows users to inform the relevant parties and suppliers to ensure everyone is kept up to date.

RailSmart IMS

Keep track of incidents faults, stranded trains and more

Ensure everyone is updated at the push of a button



High level overview of RailSmart IMS features:

- **Dashboard view:** Clear, data driven colour coding presents users with an 'at-a-glance' view of key information.
- **One click reports:** A single click produces a detailed information and communication summary PDF for sharing.
- **Targeted messages:** Embedded communications tools allow for targeted messaging to defined user groups.
- **Searchable tables:** Finding data in table lists is simple with powerful filter, sorting and toggle tools to help.
- **Location data:** Faults and incidents can all be linked to network locations (e.g. stations) to analysis by location.
- **Stranded trains:** Declare stranded trains to manage this high priority incident type – with colour coding to show delay times.
- **CIS faults:** Keep track of CIS faults and communicated directly with locations and system suppliers.
- **Service gaps:** Ensure everyone understands the impact of cancellations and delays with a visual overview.
- **Daily log:** A shift rota and all relevant incidents and communication logs for the selected date.
- **Held services:** Automatically pulls in services which are currently held at, or between stations.
- **Social media:** Store and timestamp messages pushed to customers via social media for a complete record.
- **#Hashtags:** Record and use agreed hashtags for incident communications to help customers find updates.

3.3 Operations suite

RailSmart Insights

Driver managers and operation standards leaders need to ensure their train drivers are compliant with their company's guidance and require straight-forward, easy access to an overview of their team's competence. RailSmart Insights provides real-time access to the data you need, giving a whole picture view of your team and wider organisation.

Unlike traditional competency management systems that provide limited fixed reports, RailSmart Insights supports data analysis your way, providing you and your senior colleagues with flexible access to the data to help with the questions that need answering.

This means that key competency data is interactive, intuitive, and flexible without the need for bespoke reports or raw data exports.

With Insights Pro, go one step further and take full ownership over your data by bringing it all into one centralised source of truth. Every 24 hours, a snapshot of data can be pulled from a range of our products, as well as your own, to enable easy interrogation and flexibility with PowerBI.



RailSmart Insights features:

- **Understand where your risks are:** interactive dashboards display key data utilising reliable, accurate and real-time information. This allows users to understand where risks are and confidently answer, with evidence, the risk profile for their business
- **A single point of truth:** RailSmart Insights makes information available instantly to stakeholders and session managers, so everyone is on the same page
- **Interactive dashboards, charts, and tables:** Use highly interactive data dashboards within Insights to 'drill' through data in charts and tables, revealing patterns and stories in the data to help understand what is really happening, and that help drive meaningful interventions
- **Bespoke dashboards:** Create your own bespoke dashboard to meet your exact needs, allowing you to answer the questions you are being challenged with.

RailSmart ORS (Online Rostering System)

Designed and developed to meet the flexible resourcing needs of today's modern rail operations, RailSmart ORS enables organisations to create staff rosters that accurately deal with the complexity of multiple business requirements, numerous pay and business rules.

RailSmart ORS

Effective resource planning and optimisation

Generate rosters that accurately reflect your resource needs and deal with the complexity of multiple business requirements, numerous pay and business rules

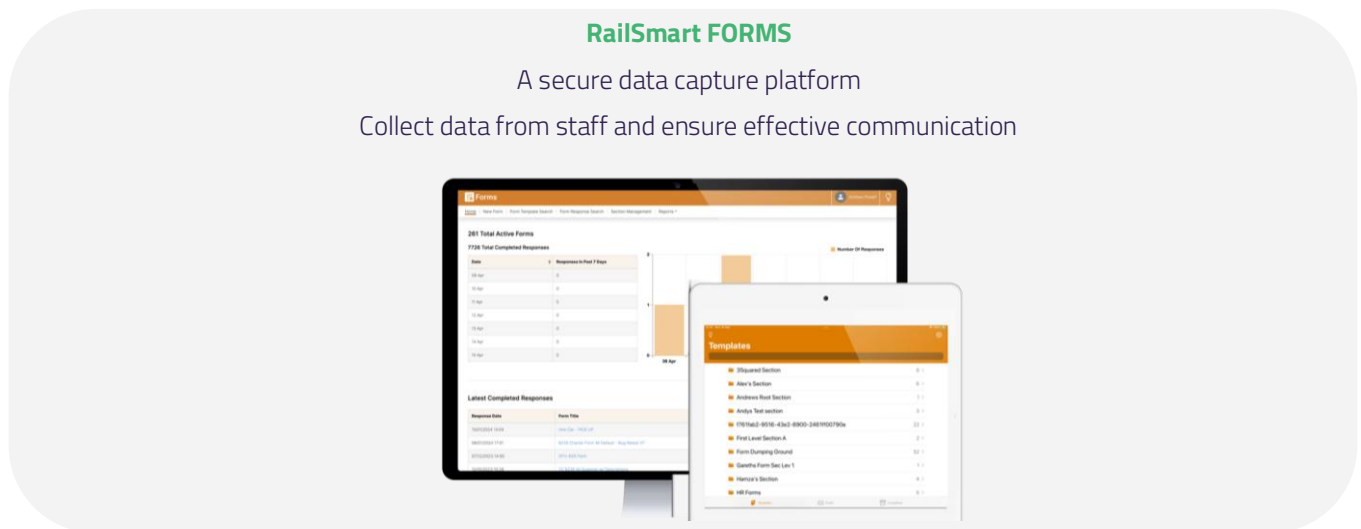


RailSmart ORS features:

- Create and manage rosters for multiple depots, locations or areas.
- Fully supports the creation and management of base rosters.
- Build upon your base rosters to create your weekly or daily variations.
- Validation to ensure rosters meet all of your business requirements and numerous pay rules.
- Safety validation ensures staff have the correct skills.
- Record, approve and manage time and attendance.
- Manage employees' fatigue and risk.

RailSmart FORMS

RailSmart FORMS is a cloud-based application that provides a consistent means of creating, sharing and completing interactive documents to support any number of organisational procedures. Whilst the tool ensures consistency in the creation of documents the inbuilt, intuitive Form Builder tool enables users to customise the format to align with internal styles and practices. Example form types created by clients include close-call reports, inspections, checklists and performance reports.



FORMS can be assigned to any number of users, and remote data capture is enabled through the tool's mobile application, ensuring that field staff can access and provide business critical information in a timely manner. FORMS is ideal for remote locations with limited or no internet connectivity, as interactive documents created within the application can be completed and stored on mobile devices when offline. When an internet connection becomes available, the FORMS mobile app syncs to upload the completed form to the FORMS web app.

Once the FORMS application has collated all responses the application can generate and share reports with colleagues and stakeholders across the organisation thus reducing the administrative burden of information gathering in a secure, consistent and traceable manner that ensures accuracy and security of information.

High level overview of FORMS features:

- Form Builder creates forms quickly and easily with a drag and drop interface
- Multiple field types including text boxes, date pickers and drop-down boxes.
- Multimedia-enabled to support the uploading of photos, videos and audio when completing a form
- Confirm that newly created forms have been received by recipients.
- Inbuilt version control
- Allocate forms to individuals and view all those forms that require your attention.
- Location Aware: Attach GPS co-ordinates or location to a form.
- Notifications: Receive notifications when a form has been completed.

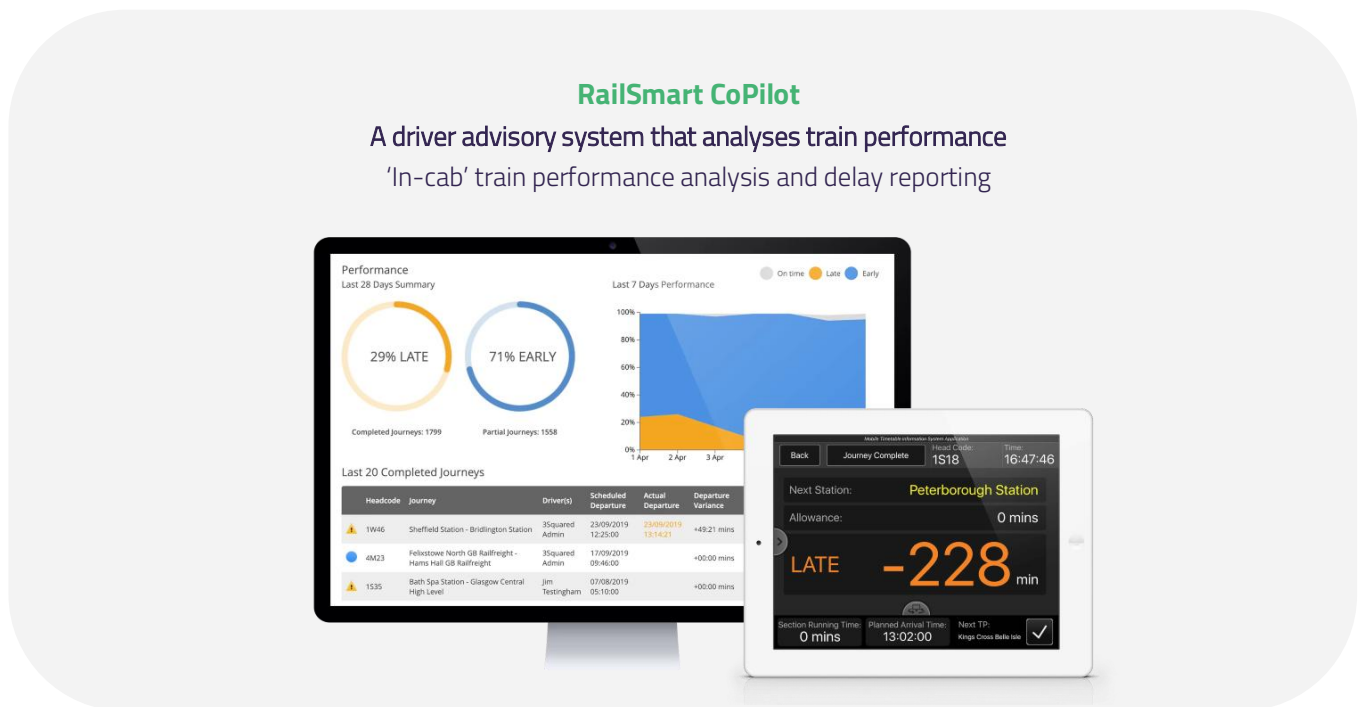
How others are using Forms:

- Inspections and checklists
- Risk assessments
- Compliance and safety checks
- Training logbooks

RailSmart CoPilot

RailSmart CoPilot is a cloud-based application used by hundreds of trains a day to optimise their performance and reduce energy consumption. Putting drivers at the heart of decision making, it gives them all the information they need to better regulate their speed between timing points in order to arrive on time.

It also prompts drivers to enter the reason behind any delay minutes picked up, helping to ensure that Schedule 8 payments are fairly assigned.



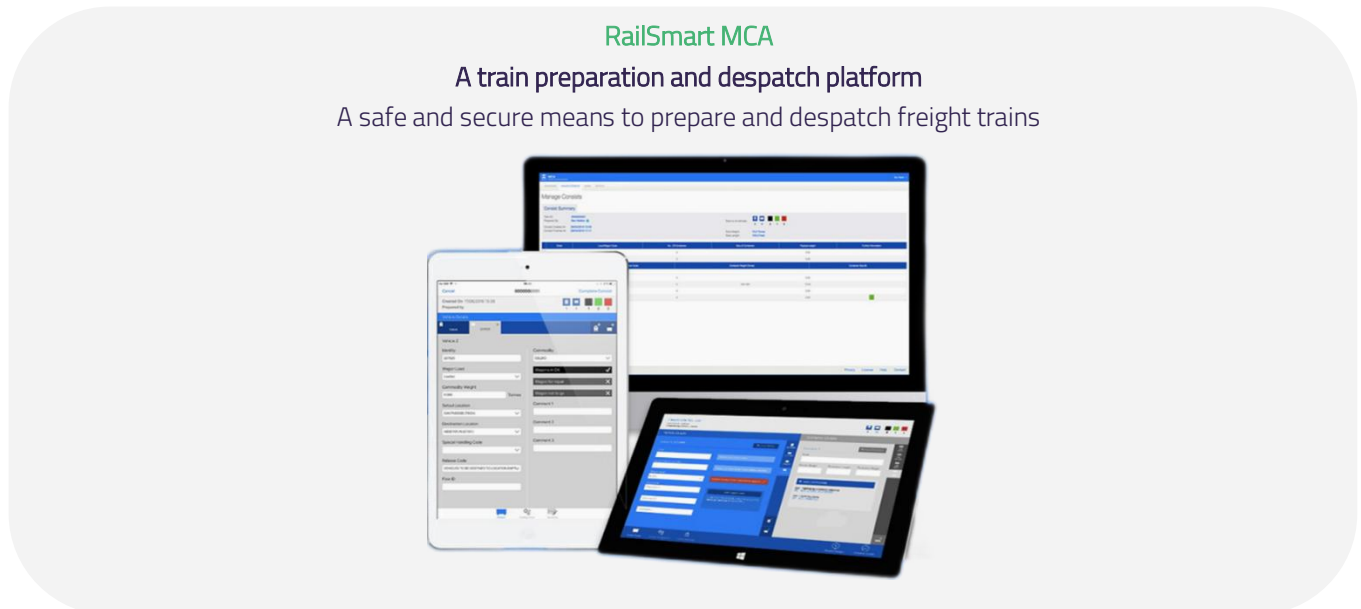
High level overview of CoPilot's features:

- **Intuitive:** The simple and intuitive interface allows for quick learning and ease of use.
- **Punctuality:** Provides performance against real-time Network Rail timetables, allowing drivers to regulate the train accordingly for consistent timetable compliance.
- **Performance:** Journey performance is recorded allowing routes, rolling stock and drivers to be assessed.
- **Stop:** Avoid failure to stop incidents. CoPilot provides a visual countdown and audible alert when approaching stations.
- **One touch:** Capture important information when it is safe to do so, such as wheel slippage or rough riding.
- **Delay capture:** Allows drivers to provide reasons for delay that are linked to the standard TRUST delay reason codes.
- **Installation:** No need for expensive in-cab proprietary hardware as CoPilot can be installed on existing tables.

RailSmart MCA (Mobile Consisting Application)

The RailSmart Mobile Consisting Application (MCA) is a key part of the wider shift to digital in the UK rail freight sector; improving performance, accuracy, traceability and quality of consisting trains.

RailSmart MCA enables freight operators to digitally prepare and dispatch trains from yards, terminals and sidings. A key feature of the application is the automated integration with Network Rail's TOPs interface to submit consists and obtain train documents, which can be viewed and downloaded without the need of TOPs terminal training. Additionally, RailSmart MCA updates TRUST with departed and arrived trains providing better visibility of train progress and tracking delays.



The MCA mobile tool empowers Ground staff to capture and create train lists, as well as depart and arrive trains. New consists can be created based on a recently arrived service to streamline train preparation saving operators valuable time.

The cloud-based administrator application integrates with TOPs, allowing train documents to be viewed and downloaded on the mobile app. The administrator app shows trains prepared in real-time, with location performance times. Additional reporting is available to analyse trends to help uncover delays and loading issues.

High level overview of MCA features:

- Train Consist provides an efficient way for rail operators to advise terminals of the impending arrival of a train
- Train lists are created with the RailSmart MCA mobile application
- MCA mobile works both online and offline to accommodate bad signal areas in depots
- Quick view the number of card defects by colour-coded type
- Email or print consist document directly from the mobile app
- Capture signature of ground staff when consist marked as departed
- Consists can be created based on a recently arrived inbound service to streamline train preparation
- Ground staff can enter loco numbers, wagon numbers and weight, along with other attributes required for train documents
- Administrator dashboard to analyse trends, and pinpoint areas for process improvements
- Review comprehensive KPIs and reporting data for depots, trains and employees
- Proactively plan and quickly address issues as they arise
- Integrates with RailSmart IM's Departure Board to provide formation data to Control teams

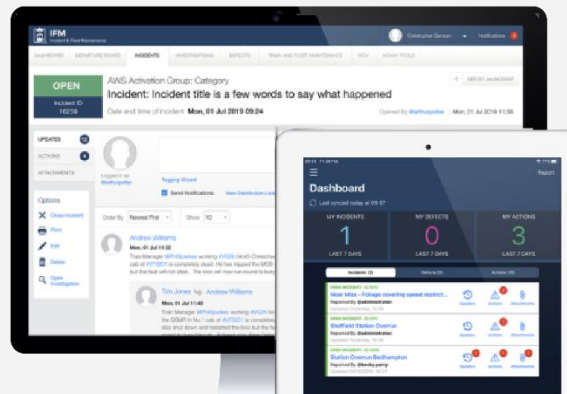
RailSmart IM (Incident Manager)

The RailSmart Incident Management (RailSmart IM) software solution enables organisations to foster a culture of reporting and shared learning through a structured, consistent and standardised approach to the reporting of incidents.

RailSmart IM

Effective incident management

Streamline incident management by providing the right information to the right people, enabling smarter decision making during times of disruption



A software solution that helps organisations make more informed decisions through the provision of accurate operational intelligence and enhance organisational incident visibility and control.

RailSmart IM features:

- **Versatile incident recording:** With IM incident management software, you can record and manage a wide array of incident types. Assign actions and monitor progress seamlessly from the onset of an incident to its resolution, ensuring comprehensive oversight and swift response.
- **Capture data on scene with our iOS app:** Mobile capability means data can be obtained on-site and immediately to increase the accuracy and quality of reporting.
- **Advanced smart tags:** Enhance your incident data with smart tags for people, assets and head codes. This feature provides essential context, aiding in quicker, more informed decision making during critical moments.
- **Attach documents:** Easily add supporting documentation such as images, video or audio to incidents to provide as much information as possible, so you can effectively resolve it.
- **Dynamic incident timeline:** The timeline feature allows for real-time updates, keeping all team members aligned with the latest information. This fosters enhanced collaboration and efficiency in resolving incidents, pivotal for railway incident management.
- **Intelligent notifications:** Tailor your communication strategy with easily manageable distribution lists, ensuring critical notifications reach the right stakeholders promptly. IM is designed to keep everyone informed as situations evolve, crucial for effective railcar fleet management and incident response.
- **Comprehensive actions:** Quickly assign tasks to facilitate issue resolution and track progress meticulously.
- **360 collaboration:** Incident management software promotes 360 degree collaboration, including on-site updates via the Companion IM mobile app, making it an essential tool for rail fleet management.
- **Robust reporting tools:** Generate detailed incident reports with ease, offering insights into operational performance and areas for improvement. These insights are invaluable for continuous improvement in rail fleet management and safety protocols.

RailSmart IM is customisable to reflect the types of information being reported, the level of investigation needed and the required follow up actions. These can include:

- Incidents
- Close calls
- General events
- Complaints

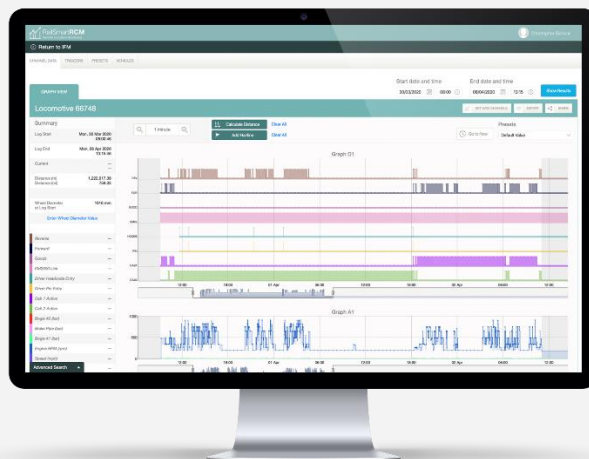
RailSmart RCM (Remote Condition Monitoring)

In today's rail industry, maintaining optimal train performance and minimising asset failures are key priorities for operators. RailSmart RCM is an advanced remote condition monitoring solution that empowers rail companies to improve train performance, reduce maintenance costs, and optimise asset utilisation. By integrating real-time train monitoring, predictive maintenance, and defect management into a unified platform, you get the actionable insights you need to ensure smooth rail operations.

RailSmart RCM

Minimise failures and increase asset utilisation

Remote monitoring for rail operators to improve train performance and reduce railway asset failures



Our remote rail monitoring technology leverages cutting-edge tools to help operators maintain system reliability and proactively address issues before they lead to costly downtime.

RailSmart RCM features:

- **Real-time data for train monitoring and performance optimisation:** Intelligent rail monitoring tools provide detailed insights into the condition of your assets, allowing you to take a proactive approach to both preventive and corrective maintenance. By continuously tracking train performance, operators can reduce asset failures and ensure maximum uptime.
- **Advanced rail condition monitoring for early detection:** Includes a fully integrated defect management system, helping operators detect and resolve issues quickly and effectively. This system enhances your ability to manage train performance and minimise disruptions by identifying problems before they lead to breakdowns.
- **Remote railway track monitoring to ensure optimal condition:** Remote railway track monitoring capabilities allow operators to keep track of key infrastructure health without requiring constant on-site inspections. This remote rail monitoring solution ensures your rail network remains in optimal condition, reducing the risk of disruptions and extending asset life.
- **Combine all your rail maintenance systems into one seamless solution:** Integrates easily with your existing railroad management software, creating a cohesive platform for managing both train condition monitoring and asset maintenance. By streamlining data collection and analysis, this integration improves overall system reliability and gives operators a clearer picture of fleet performance.

- **Leverage both real-time and historical data to improve rail operations:** Provides access to both live and historical train performance data, allowing operators to analyse trends, assess performance over time, and make data-driven decisions to enhance operations. The intuitive data grouping features allow you to sort data by driver, journey, or asset, providing deep insights into every aspect of your fleet.
- **Customise alerts to monitor critical rail data and avoid disruptions:** Lets operators set triggers and alerts based on variances in key data channels. These automated alerts ensure you are notified as soon as any performance issues arise, allowing you to take action before they escalate.
- **Scalable, flexible monitoring – track multiple channels simultaneously:** Allows you to monitor various digital and analogue data channels, providing a comprehensive view of both train and track conditions. This scalability ensures that operators can track everything from train performance to track conditions, optimising the entire rail network.

4. Working with us

4.1 Programme management

Our expert onboarding process for all of our RailSmart products is a key element to ensuring a smooth and successful project delivery. Our service delivery team provide the following components:

- A dedicated project manager from start to finish
- Regular communication to support your needs
- An experienced implementation consultant that understands your industry
- A “quick start” process to get you up and running
- Secure transfer and storage of your data
- Training and Engagement sessions.
- Client forums and feedback loops.

4.2 Onboarding process

This section describes our onboarding process for the commercial off the shelf product suite RailSmart.

As part of the SaaS model Velociti Solutions has a robust, tried and tested onboarding process that has been continually improved using lessons learnt and retrospectives from previous implementation projects. The process consists of four main stages as described below. The activities within those stages differ depending upon which of the products is being implemented but generally include the following:

Stage one – analysis & planning

An initial kick off meeting with the project sponsor to identify key stakeholders and resource requirements. Velociti Solutions will explain the process in detail and confirm non-functional requirements, such as number of users and number of depots and locations. Further stages of the project will also be discussed such as establishing possible options for a pilot, discussing User Engagement and Training Sessions.

During these key activities we will also identify any key risks and dependencies (e.g. hardware, mobile device management). An IT kick-off session is also scheduled in if needed. Following the meetings, we will ensure everyone has a shared understanding of the steps required to move from the existing system to RailSmart and the potential timelines.

Stage two – software setup

Here we provision a specific instance of the software, import data and create administrative accounts. This will include user data, system roles, depots/location. We will issue the mobile application builds and/or web links and provide all the user log in credentials in preparation for software rollout. We will also set up a system administrator who will have more comprehensive permissions to be able to complete administrative tasks within the application – for example, setting up new users.

Stage three – pilot & training

During this stage we will complete a short pilot with a subset of users and complete training. To facilitate the pilot and training we will set up test accounts on a staging environment. This allows the nominated super users and system administrators to familiarise themselves with the system and identify any specific training needs.

Following the pilot, we will undertake an end of pilot review. If any issues are identified following the pilot these are worked through with the client before progressing onto Go Live.

Stage four – go live & support

Within this stage we transition the system into full operational use. We verify the system is working in operational use and ensure the software is deployed to all users and locations.

We will guide you through the early life support period with weekly review and support meetings for a predefined period. Following the early life support period, we will transition to business as usual (BAU) by handing over to our dedicated support team and setting up nominated users with direct access to the Velociti Solutions support helpdesk.

Once in BAU we will set up monthly support calls and monitor application engagement and use. Furthermore, all RailSmart clients are invited to periodic RailSmart forums and user groups to share best practice and discuss the future roadmap of the application.

4.3 Getting started

Velociti Solutions has extensive experience of delivering training to employees of organisations that work within the UK Rail Industry. Our service delivery team have delivered training to employees who in turn have been empowered to work collaboratively with us to train the whole of their organisation on RailSmart EDS.

From the outset Velociti Solutions shall work with the business to devise an engagement and training strategy which will contain a training plan that outlines the approach, methodology, tools and techniques that are to be adopted for the training of admin users and the broader user base.

4.4 Training approach

Our approach generally consists of:

- Classroom based learning or remote demonstration sessions
- Self-Learning (Videos, user guides and online learning)

Generally, for training larger user groups, we use a train the trainer approach and utilise the RailSmartie role these will become your 1st line support. However, for this product, we advise that all assessing users' roles and also administrator roles will be trained via a classroom based approach.

The first stage of the approach is to train administrators of the system. The aim of these training sessions is for the delegates to become RailSmarties and subsequently 1st line support for the application. The RailSmartie is an advocate for the system. We suggest that these users are accessible to others via phone or in person. They become the trainers and can be key users in the piloting phase.

Administrators (RailSmarties) will be given in depth face to face training. They will have access to all supporting materials and long-term access to the training environment. In order to assist in the and will have a direct line to Velociti Solutions for support. Following successful implementation of the system the RailSmartie can become responsible for understanding improvements, identifying barriers or challenges and feeding these back to Velociti Solutions.

In addition to the standard content for the end users, training for Administrators/ RailSmarties will include the following elements:

Velociti will facilitate a training session to provide the tools for Administration to provide 1st line Support to end users which will include:

- Provision of a User Guide
- Provision of Trouble Shooting guide
- A run through of common end-user issues
- Instructions for contacting our support desk
- Provision of log in credentials to our self-service Support Portal

Classroom based training sessions are generally two to three hours in duration and are completed with up to ten delegates.

Before the training session familiarisation material will be sent to the delegates. This material will include screenshots of the system both Web and Mobile and an overview of the main user flows. Along with the familiarisation material, test accounts and links to the system will be sent out for users to initiate login to a demonstration account.

During the Classroom based training a mixture of both a theory and practical approach will be delivered. A typical training session is structured as follows:

- **Intro** – Welcome and Introductions to gain an understanding of roles within the business and subsequently how the system will be used.
- **Agenda** – Schedule of the session is outlined. Pre-defined learning objectives will be outlined for the session: What are we going to cover and what do we aim to achieve? These are tailored per session, dependent on audience.
- **Theory** – A walk through of the web and mobile component, its main features and common user flows.
- **Practical** – Hands on time where candidates will use Web/iPads and the quick start guide to undertake tasks and be taken through the user flows.
- **Q&A** – A session for the candidates to ask questions regarding the system.
- **Summary** – A review of the session: have we achieved the objectives? Ensure users understand points of contact for issues or questions and are provided with a copy of the user guide. A survey will also be distributed to ask delegates for feedback.

Training sessions can be delivered face to face in groups of up to 10 individuals, however, can be facilitated using remote working technology, such as MS Teams, with smaller groups.

After the training session, accounts will remain active so that delegates to encourage use of the system and to test their understanding.

A drop-in conference call will be held after the session for delegates to identify and additional training needs that maybe required. The feedback from these calls is then feedback back into the training plan and any additional training session shall be organisation accordingly.

The following months after the training sessions, the level of understanding will be monitored closely by the service delivery team and the business to identify any further training needs.

4.5 Documentation

In regards to documentation and supportive materials Velociti can produce bespoke learning materials as required. They can include SCORM compliant courses, bitesize videos, extended screenshare videos or tailored documentation.

However as standard the product has an extensive user guide.

This contains the following;

- Step by step through the commonly used flows within the web and or mobile app.
- Trouble shooting page (with the aim of reducing support)
 - What to do if I cannot login?
 - What to do if the app is not installed?
 - What to do if I accidentally deleted the app?
- Support Details
 - How to request support?
 - Who is the dedicated Super User within the business?
 - Who to contact when requesting support?
 - What information is needed when requesting support?
 - App version
 - Device operating system in case version e.g. iOS 10
 - Browser details

5. Providing support

All RailSmart product licences include support provided by our dedicated Service Desk function, staffed by product experts working within our UK offices. Core hours of operation are standard business hours of 9am – 5pm Monday to Friday exclusive of Bank Holidays the United Kingdom; 24/7 cover is available as an additional line item on a per product basis.

5.1 Getting help

Our support team can be contacted in several ways:

- Through our online web portal
- By email

All issues raised are logged in a ticketing system, and you can nominate multiple representatives of your organisation for accounts within the system. All members of your organisation with access to the portal will be able to see all tickets raised by your organisation to give a cohesive and transparent picture of the service we deliver.

5.2 Response times

All issues raised will be categorised by severity and prioritised with responses as follows:

Severity	Response
Urgent (P1)	2 business hours
High (P2)	16 business hours
Normal (P3)	24 business hours
Low (P4)	40 business hours

Where a mitigation or workaround can be identified severities will be reviewed in line with the resultant impact.

5.3 Keeping you informed

As part of the service we provide, you will receive the following:

- Regular virtual meetings to discuss the service provision

In addition, except in an absolute emergency we will provide notice 72 hours in advance of any software releases or maintenance work, as well as advance communication of upcoming changes.

As part of our standard communication practices, we hold monthly support calls with our clients. These calls help us understand any issues our clients face with any aspects of the product such as training issues or configuration changes.

Alongside the monthly support calls we also host an annual Velociti Solutions User Group event which is focussed on the improvement of the RailSmart product range and gaining end user feedback. This forum also offers an opportunity for us to communicate any future changes or improvements to the system.

6. Hosting and infrastructure

Depending on the products you chose, the RailSmart Software suite is provided using either Netcalibre hosting <https://netcalibre.uk/> or Microsoft Azure running in the UK South & UK West regions with the Republic of Ireland & Netherlands as a failover in an emergency..

6.1 Service resiliency and performance

All our systems are delivered on a Software as a Service (SaaS) model using established service providers, allowing them to operate efficiently and effectively around the clock. Systems are designed with fault tolerance at every level to prevent any one failure impacting on system availability, with monitoring and alerting in place to ensure any problems are handled before they become service affecting. The use of cloud systems allows us to scale our capacity up to meet demand, and where the expected demand is unpredictable automatic scaling techniques are used to allow the system to dynamically respond to demand. Once demand returns to baseline levels any temporary increase in capacity is scaled back in a similar fashion. Regular system backups are taken and stored across multiple locations to allow recovery from failure, and as part of our onboarding process we work with clients to understand their degraded working practices and business continuity planning to ensure our systems and processes interface effectively with this.

6.2 Data backup and restore

As a minimum, backups are taken daily so we can quickly and efficiently stand up a failed system within a Recovery Time Objective of 1 business day. We also have appropriate systems in place which enables a Recovery Point Objective of 24 hours. Where underlying technologies allow, we provision infrastructure for point in time data recovery.

6.3 Looking after your data

Velociti Solutions is an ISO9001:2015, ISO27001:2022 and Cyber Essentials certified business.

As part of our commitment to the security of your data we will also be attaining Cyber Essentials Plus.

For our suite of products, we employ a range of controls to protect personal data. These include, but are not limited to:

- Staff
 - Least privileges: We limit access to personal data to only the staff who require it. This access is reviewed regularly
 - All staff who might have access to personal data, are trained in how to handle this data and the applicable Velociti Solutions policies surrounding data protection and confidentiality
 - Access to the data is behind user authentication. We also enforce the use of a second factor authentication method.
- Secure Development Policy
 - As part of our ISO27001:2022 certification, we follow a Secure Development Lifecycle for developing software that ensures security and data protection is considered throughout.
 - Where necessary, we perform Data Protection Impact Assessments to inform our data protection strategy for a product and we encourage our customers to do the same with our support.

- Application Controls

- We ensure all data in transit is encrypted
- Access to the application is via user authentication
- User accounts are locked after several failed login attempts
- User sessions expire after a defined time period
- A password policy is enforced to prevent weak passwords
- We provide user roles and permissions that can be assigned to individuals to limit what data they can see and what changes they can make.
- We host the application and its databases at data centres located within the EEA.

In order to support requests made by Data Subjects under GDPR, we also field a cross departmental compliance team who are contactable via email. This team reports directly to the company directors.

management systems.



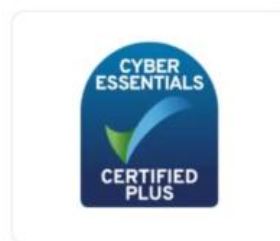
**ISO 9001:2015
certified for quality
management**

We meet this globally recognised standard for quality management.



**ISO 27001:2022
certified for security
management**

We meet the world's leading standard for information security management systems.



**Cyber Essentials Plus
Certified (highest level)**

An enhanced level of cyber hygiene met as defined on this Government scheme.



**DVSA Earned
Recognition – IT
Approved Supplier**

We are a validated IT supplier on this Government scheme.

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