

Passenger Assistance – Service Definition

What the service is

Passenger Assistance is a cloud-based Software as a Service (SaaS) solution that enables passengers to request assistance for rail journeys and supports train operators and frontline staff to plan, coordinate and deliver that assistance reliably and safely across the rail network.

The service provides a single, end-to-end process for managing assisted travel, from advance passenger requests through to operational delivery on the day of travel. It is designed to reduce reliance on manual processes, improve the accuracy and visibility of assistance requests, and support consistent, dignified experiences for Disabled and older passengers.

Passenger Assistance equips rail operators with staff-facing tools to manage assistance activity, support operational oversight and reporting, and integrate assisted travel into wider station and service operations. The service is delivered as a fully managed solution by Transreport and is used across the UK rail sector.

Data backup, restore and disaster recovery

Passenger Assistance includes defined data backup, restore and disaster recovery arrangements. Automated backups are taken on a regular basis and stored securely using encrypted storage. Backups are retained in line with defined retention policies and can be used to restore service data if required.

The service operates a disaster recovery capability designed to support recovery from major incidents. Production environments are hosted in AWS eu-west-2 (London), with a separate disaster recovery environment maintained in another AWS region. Disaster recovery processes are documented and reviewed to support business continuity.

Onboarding and offboarding support

Transreport provides structured onboarding support to help rail operators adopt Passenger Assistance effectively. This includes service configuration, user setup, access management, documentation and role-based training delivered remotely.

Offboarding support is provided at the end of the contract, including support for data extraction and secure data deletion in line with contractual and data protection requirements.

Service constraints

Passenger Assistance is delivered as a standard SaaS solution. Configuration is available within defined parameters, including workflows, data fields, reporting views and integration settings.

Customisation beyond standard configuration options is available as a scoped change, subject to agreement and additional fees. Core system logic and business rules cannot be altered.

There is no scheduled downtime for routine feature releases. Changes are managed to minimise operational impact.

Service levels

Service levels for Passenger Assistance are defined contractually and documented in the agreed Service Level Agreement (SLA). These include commitments relating to availability, performance and support response times.

The service is designed to operate reliably under typical, high and extreme workloads, supported by regular performance and load testing. Support hours and incident response arrangements are set out in the SLA.

After-sales support

After-sales support is provided through Transreport's support team in line with agreed support hours and escalation processes, as defined in the Service Level Agreement (SLA). Customers can raise support requests through agreed channels, with incidents managed in accordance with defined incident management procedures.

Ongoing support includes service monitoring, issue resolution and operational guidance as required.

Technical requirements

Passenger Assistance is accessed through standard web browsers, including Chrome, Firefox and Safari, commonly used within rail operating environments. Legacy support for Internet Explorer is maintained where required by customer environments.

The service is delivered as a web-based SaaS solution and does not require customers to install local software. API access is available where integration with other systems is required, subject to onboarding and security controls.

Outage and maintenance management

Passenger Assistance does not provide a public status dashboard or outage reporting API. Service outages and incidents are communicated directly to customers via email.

Maintenance activities and changes are managed through defined change management processes. There is no scheduled downtime for routine releases, and any required maintenance is planned to minimise impact on users.

Hosting options and locations

Passenger Assistance is hosted on Amazon Web Services (AWS). Production environments operate in AWS eu-west-2 (London) across multiple Availability Zones to provide resilience and high availability.

Disaster recovery capability is maintained in a separate AWS region. Physical datacentre security, power and network resilience are provided by AWS under the shared responsibility model.

Access to data upon exit

At the end of the contract, customers may request extraction of their data from Passenger Assistance. Data exports are managed by Transreport and provided in a human-readable format, subject to applicable data protection requirements.

Following completion of data extraction and any agreed retention period, customer data is securely deleted in line with Transreport's data sanitisation processes.

Individual passengers may exercise their rights under data protection legislation, including the right to erasure, as set out in Transreport's Privacy Policy.

Security

Passenger Assistance is designed in line with UK government cloud security principles and G-Cloud assurance expectations.

Key security controls include:

- Encryption of data in transit using TLS version 1.2 or above.
- Encryption of data at rest using AES-256, with keys managed through AWS Key Management Service (KMS).
- Role-based access controls and least-privilege access for users and administrators.
- Logical separation of customer environments to ensure independence of resources.
- Independent penetration testing carried out at least annually.
- Defined data sanitisation and secure deletion processes.

Transreport operates an ISO/IEC 27001-aligned information security management system. Security responsibilities between Transreport and AWS are managed under the shared responsibility model.