Customer service excellence and efficient operations of a transportation business depend on the quality, availability and usability of information communicated to and from central control centers. CSC’s Mass Transit Control Center System (MTCS) is an application that enables a holistic and transparent view of operational data for all in-service vehicles. This scalable application built on VDV and EDI standards manages information from multiple systems providing the critical information and support for planners, dispatchers and service personnel of transportation operators and transit authorities.

Mass Transit Control Center System (MTCS)
Control Centers of transportation operators play a central role in supervising and dispatching, in reaction to deviations from the regular scheduled operations, as well as in providing information to passengers.
MTCS is specific to the Mass Transit Industry, utilizing a standardized interface and central database repository which can be applied to a wide spectrum of systems and business needs, offering flexibility, ease of integration and scalability for:

- City traffic with trams and buses
- Regional traffic with buses and passenger train operations
- Other passenger train operations

Functionality and Characteristics

Functionality
Supporting the monitoring, dispatching and incident management in control centers of transportation operators and transit authorities, MTCS is modularly constructed to provide the utmost flexibility. This modular construction allows for the configuration of specific needs of a customer while leveraging the preconfigured modules for standard operations. The single modules are coupled together to provide seamless, end-to-end process support.

The business data available in MTCS enables management of the actual business flow by providing the basis for comparing actual and planned operations so that quality and conformance to service level agreements with individual service providers can be determined.

Guarantee of connections at intermodal connection points in a network is provided by the connection management module, available as a component of MTCS, increasing quality of service.

Characteristics
A comprehensive interfacing capability has been successfully employed by customers to facilitate data exchange with IT systems of a variety of manufacturers. Examples of existing interfaces include:

- Onboard computers in the vehicles
- Radio systems
- Timetable planning systems
- Onboard passenger information systems
- Public information systems
Interface standards VDV 452, 453 and 454 have been implemented in MTCS to provide seamless collaboration between systems. Independence from proprietary operating and database systems improves compatibility with, and integration into different IT system environments of customers.

Our solution provides multilingual functionality along with the ability to handle multiple mandates, MTCS is suitable for customers with multiple operational locations, logistics groups, and individual customers.

**Experience**

Our proven success in transforming mass transit operations is based on solid experience and solutions expertise.

Addressing the growing importance of public transportation worldwide, we develop industry specific solutions for Mass Transit and provide consulting, systems integration, and IT enabled business solutions tailored to the unique needs of our many customers.

CSC is one of the leading global service providers in the area of the Information Technology (IT). With our innovative IT solutions and services and provision of managed services, CSC supports customers in all important branches of the economy including Rail and Mass Transit.

We serve our Transportation customers with specific IT solutions and services such as:

- Scheduling and information systems for the rail freight traffic
- Operations Control Systems for regional passenger train and mass transit operators
- Accounting Systems
- Information and Communications platforms
- Simulation
- Introduction and integration of IT standard software
- Project management
- Consulting Services
- IT operations
- Managed Hosting
- Outsourcing

**About CSC**

The mission of CSC is to be a global leader in providing technology-enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client’s unique requirements.

For 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol “CSC.”

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