



SMART STATIONS IN SMART CITIES

6th International Conference on Railway Stations

Madrid, 19-21 OCTOBER 2017

Station Lab. Apps in stations

Claudio Alba González
Subdirector de Gestión de Servicios al Cliente.
Dirección de Estaciones de Viajeros, ADIF, España
Sesión 4ª - NEW SERVICES FOR USERS & CUSTOMERS

UNDER THE HIGH PATRONAGE OF

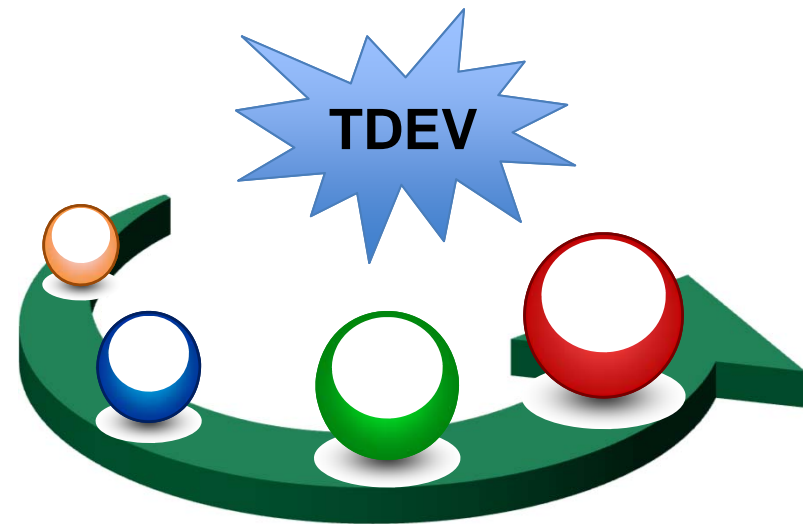


ORGANISERS

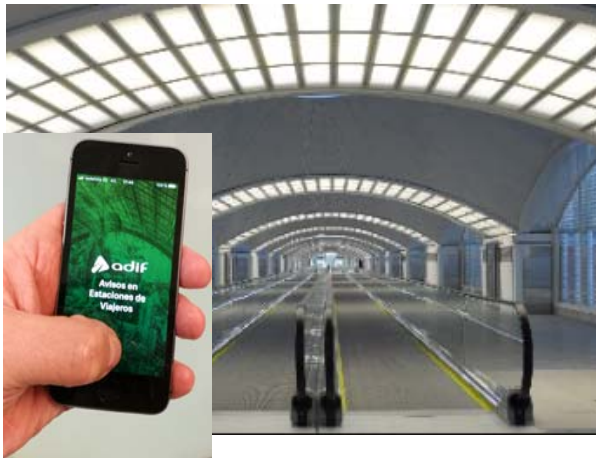
GENERATING DIGITAL CULTURE IN THE ORGANIZATION

Quick Wins

Station Lab.



Quick Wins



app



Management in mobility

app "ADIF EN TU MÓVIL"



app "AVISA"



Station Lab. Apps in stations

The client **warns** about damages, improvement suggestions..., at **STATIONS**

Next publication in stores (iOS and Android)



Página 5

Back office "AVISA"



× **Tramitación de aviso**

09 Junio 2017, 18:40
Aviso 299
Santa Justa, Sevilla. SE-234A

TRÁMITES +

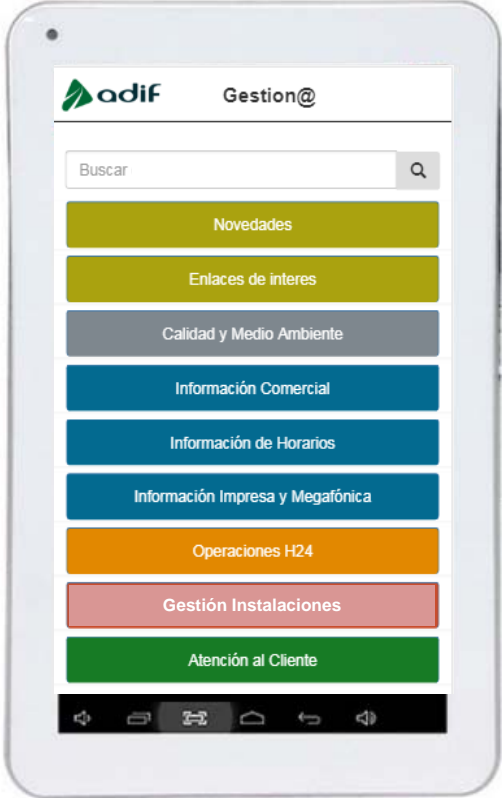
| | | | |
|----------|----------------------|---|-------------------|
| En curso | 09 Junio 2017, 18:40 | Rafael García Morales Técnico Máquina nueva instalada. | BORRAR × EDITAR ✎ |
| En curso | 09 Junio 2017, 18:40 | Rafael García Morales Técnico Instalación preparada. Esperando recepción de máquina nueva. | BORRAR EDITAR ✎ |
| En curso | 09 Junio 2017, 18:40 | Fernando Montero | |



RESOLVED

Clients participate in the improvement of **THEIR station**

“gestion@” → Mobility Station Management



➤ **Bring** the Station Managers and station services staff closer to clients.

➤ **Controlled and efficient management** of the stations (locally or remotely).

Station Lab.



Site environment for the realization of **concept tests**,
in order to progress towards a **Smart Station**

Station Lab. – Concept tests



Free high-performance WI-FI



Flow monitoring system



Smart building management



Integration with SMART City





THANK YOU
VERY MUCH

UNDER THE HIGH PATRONAGE OF



ORGANISERS

