ReDAT

Recording and analysis of dispatching applications data

We provide a highly modular system with a wide integration potential that fully covers the needs of dispatching applications recording, in terms of a broad range of supported telecommunication technologies and in terms of available software applications.

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AUDIO RECORDING

The basic function of the ReDAT systems is the reliable recording of various sources of audio signals transmitted by variable, often incompatible, technologies. Hundreds fo analog, digital and IP telephony channels are commonly recorded at the same time.

WEB APLICATION PLATFORM

The application platform is the ReDAT eXperience web server. It provides an intuitive and configurableuser environment along with a complete set of records management tools and other analytics and reporting tools. It offers the ability to hierarchically categorize users and recording sources and detailed configuration of the user access rights by roles.

MAP INTEGRATION

The system allows users to paste the geographic data (coordinates) to the individual sources of recorded data and then display them in the map. This greatly facilitates orientation and clarity when dealing with incidents or when users need a live view of the current situation. Great emphasis is put on maximum clarity when viewing sources in the map. Users can trigger various actions from the map, such as a playback or a live preview.

INTEGRATION OF THIRD-PARTY APPLICATIONS

Dispatch centers usually have a large number of applications from different vendors that monitor dispatching system and collect various logs. These data are often crucial for flawless assessment of the situation and their centralization means a great user advantage. Our platform can integrate, store and play these 3rd party solution data or analyze their content.

PLAYBACK LIVE AND FROM THE HISTORY

The system allows users to play current events happening on individual recording sources, simultaneously and in context. At the same time, historical data are always available from archive. Archiving time is fully configurable and practically unlimited.

VOICE ANALYSES, STT AND TOPICDETECTION

The first step of the analysis is speech to text transcription of the audio calls. This gives users the ability to search by keywords or phrases, detect a failure of predefined callscript communication procedures or to detect a channel failure (noise presence). The next step is carried by the TopicDetection module, which, based on the transcripted call, determines what is the topic of the recording, or reveals the emerging situation (increased occurrence of specific words, etc.).

CCTV RECORDING

CCTV camera systems and their integration are an essential security element of any larger complex. The ReDAT Recording Systems can integrate a variety of CCTV technologies, either actively or passively.

SCREEN RECORDING

The system supports software and hardware recording solutions up to 4K resolution. Software based solution is an installed driver that captures the screen directly on the workstation. The hardware solution contains so-called DVI or Display-Port probe, which is non-intrusively inserted between the workstation and the display.

HID RECORDING

For a complete reconstruction of the incident it is necessary to know all the facts. Therefore, our recording system also records human interface devices (HIDs) - keyboard, mouse, and touchscreen display. Thanks to these records, it is possible to pinpoint exactly what was happening at the dispatcher's workplace at the time of the incident.

ABOUT SYSTEM

Thanks to the large projects we have completed in the past, we are confident in our claim that we can record every technology at any dispatch centre. Experience has taught us that only complete recordings (phones, radios, aerial microphones, screens, CCTV, HID and other sources) provide a comprehensive and a multimedia overview of events as they occur. The ReDAT solution includes systematic control of dispatcher activities and tools for investigating and analysing incidents. These are designed to simplify processes as much as possible while ensuring the transparency of the entire system.

INVESTIGATION OF INCIDENTS

Acquisition of background material in order to solve an incident is faster, easier and clearer thanks to a specially designed module. The worker responsible for this activity has a full range of useful tools and thanks to synchronous multichannel playback, he is able to simply reconstruct the situation the way it happened. External documents, such as photos, recordings, PDFs and more can be attached into the investigation of the incident. Incidents can be exported to the socalled investigation packages.

DISPATCH CENTERS' NEEDS

Time, accuracy and availability are the key factors. Most dispatch centers monitor several independent sources such as audio and video channels or data integration of other systems including logs. All of these inputs are technologically independent, which means they do not "see" each other. The ReDAT system ensures dispatch systems are capable of analysis, online monitoring and controlling situations as they appear in a comprehensive manner using all available resources at all times. The system also allows users to create complex reports that are automatically generated and sent according to the user's requirements.

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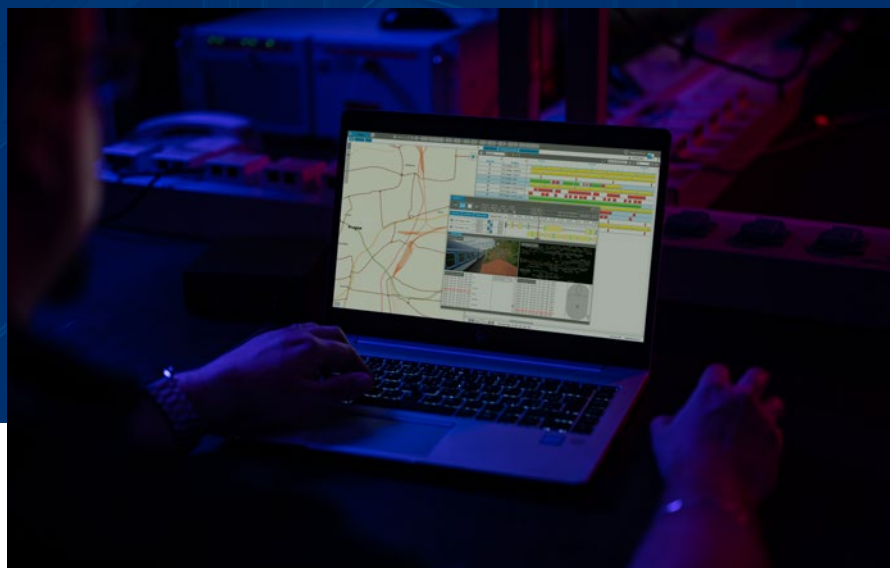
KEY FEATURES

- easy access via web interface
- simple, intuitive user application environment
- centralized data recording and storage
- reconstruction of the incidents in „context“
- view of the situation in real-time
- synchronous playback
- reporting tools and analytic functions with outputs available online
- map integration
- possibility to integrate “third-party systems”
- hierarchical access to data
- fully audited system
- converting speech to text
- notes can be attached to recordings

EXPERT´S OPINION

„...I see considerable potential in this system, especially for the operative control of transport. In addition to a complex record and the monitoring activity of the dispatcher, the system also offers supplemental tools and services for the broad spectrum monitoring systems commonly used today in rail transport. As an expert in the field of rail transport, I see this complex system as a beneficial support element for the control of rail transport, one that considerably increases the safety and naturally also the smooth flow of rail transport”

Ing. Peter Blaho, PhD.
Expert in the field of railway transport



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