

# Customer Testimonial

## RideOnTrack to renew the fixed operational telecommunication systems at Infrabel.

**RideOnTrack** is a company specialized in delivering state-of-the-art communication solutions for mission critical networks. RideOnTrack can also deliver a wide range of (telecommunication) consultancy services. RideOnTrack has developed its own software platform, supported by software development tools and software/system testing tools, which results in drastically reduced software design cycles while maintaining the highest quality standards. RideOnTrack bvba is a privately held company under Belgian law.

**Infrabel** is the state-owned company that develops, maintains and operates the Belgian railway network infrastructure. Infrabel aims to become the crossroads of Europe thanks to its safe and high-quality railway network. Infrabel wants to support the economic and social development of Belgium and Europe.

*'In 2012 Infrabel started an IP network renewal program' states **Dirk Taeleman**, Project Leader Operational Telecom at Infrabel. 'At that time it became clear that several TDM-systems in our network would reach end of life and in order to have access to new features and applications, Infrabel needed to implement a program to introduce IP communication solutions'.*



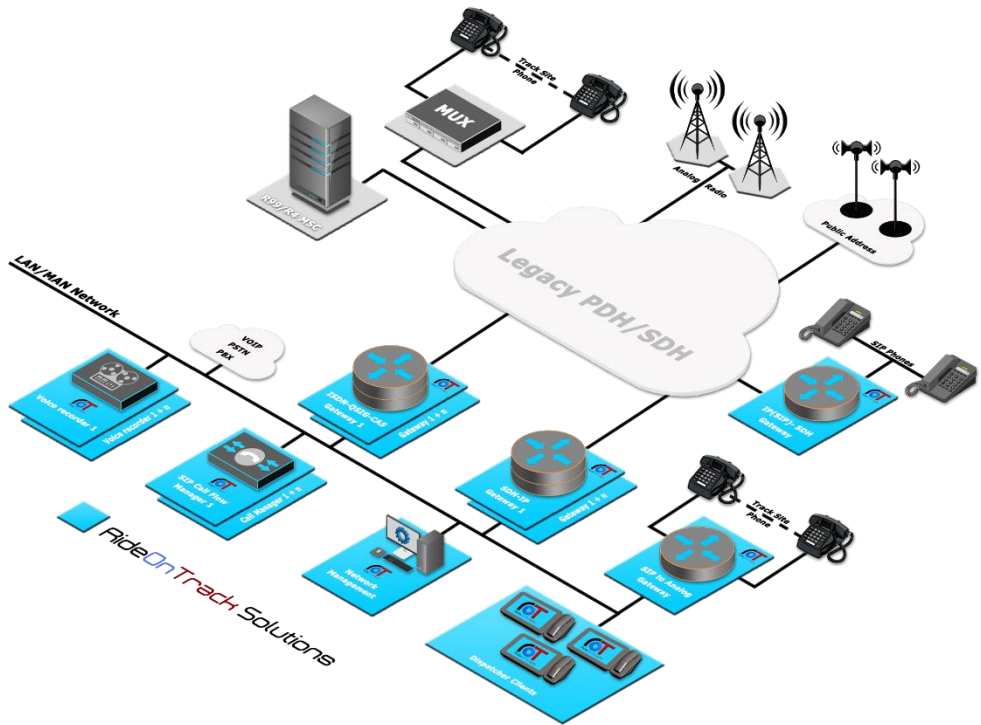
Since 2012 Infrabel issued several RFQ's for the renewal of the 'legacy' operational telecom. RideOnTrack was able to win the following projects:

- Renewal of the voice recording and play-back system (2013),
- Gateway products used to connect legacy networks with SIP/IP (2013 – 2017),
- Operational SIP/IP telephony (2015),
- Integrated Dispatchers (EIRENE compliant) for GSM-R and legacy systems (2015).



**Wim Lochs**, VP Sales at RideOnTrack states : *'We are very proud to say that Infrabel awarded us some very important projects in their IP transformation program. This resulted in an intense co-operation and gave us a very good understanding of the Infrabel operational needs. With our ability to translate those operational requirements into technological SIP/IP solutions – still able to work with the legacy systems via gateway products - we were able to offer Infrabel a smooth migration into the new world of IP-communications.'*

The roll-out of the integrated (EIRENE) Dispatcher solution started Q3 2016 and will continue for another 2 years. It is expected that by the end of the roll-out about 550 dispatcher terminals will be in use, installed in 30 signalling posts.



Dirk Taelen explains : *'The dispatching system we implement needs to control all our operational telecommunication assets and not just GSM-R. The dispatcher, depending on the roll, can control the track site telephony, the analogue radio channels, the public address system, emergency lines, break-out to the PSTN or PBX, etc. RideOnTrack was able to integrate all of these functionalities into their products. RideOnTrack also adapted the complete dispatcher GUI exactly as defined by the Infrabel user groups. This flexible way of working is very much appreciated by the Infrabel staff'*.

At RideOnTrack we hope that we can continue our co-operation with Infrabel in the future. We have some exciting new products/functionalities on our roadmap, like a mobile dispatcher and a dispatcher with special 'call center' functionalities which will allow our customers to take better control of emergency situations.

Wim Lochs

Dirk Taelen

VP Sales RideOnTrack

Project leader Operational Telecom