

Alstom implements support service to the Operational Control Center on lines 1, 2 and 4 of MetrôRio

June 15th 2020 - Alstom initiated the remote support service for the Operational Control Center (OCC) of MetrôRio lines 1, 2 and 4. Adherence to the service after the project's warranty period is an important initiative without precedent in the current context of Brazil. The hotline tool, a line dedicated to customer technical support, during business hours, allows for receiving technical guidance at a distance, providing greater agility.

"With the insertion of the new smart service, lines 1, 2 and 4 now have a significant improvement for the technical staff of the trains, who will have their doubts about maintenance operations answered more quickly", explains Luciano Barbieri, Vice President of Digital Mobility (ADM) at Alstom in Latin America. In view of the current scenario in which there is a recommendation for social isolation, the implementation of remote support contributes to the resolution of doubts over the phone, reducing the need for a technician to travel to the location and increasing efficiency in the reestablishment of services.

The remote support contract with MetrôRio is valid for two years. The contracting of post-warranty service is unprecedented in Brazil and for the ADM area in Latin America. For the project - which included, in a previous phase, the supply of the iMux signaling system, 100% conceived, designed and manufactured by Alstom Brazil -, the company used the Iconis solution for monitoring and controlling the entire network, already used in over 20 countries worldwide.

About Alstom

Leading the way to greener and smarter mobility worldwide, Alstom develops and markets integrated systems that provide the sustainable foundations for the future of transportation. Alstom offers a complete range of equipment and services, from high-speed trains, metros, trams and e-buses to integrated systems, customised services, infrastructure, signalling and digital mobility solutions. Alstom recorded sales of €8.2 billion and booked orders of €9.9 billion in the 2019/20 fiscal year. Headquartered in France, Alstom is present in over 60 countries and employs 38,900 people.

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