

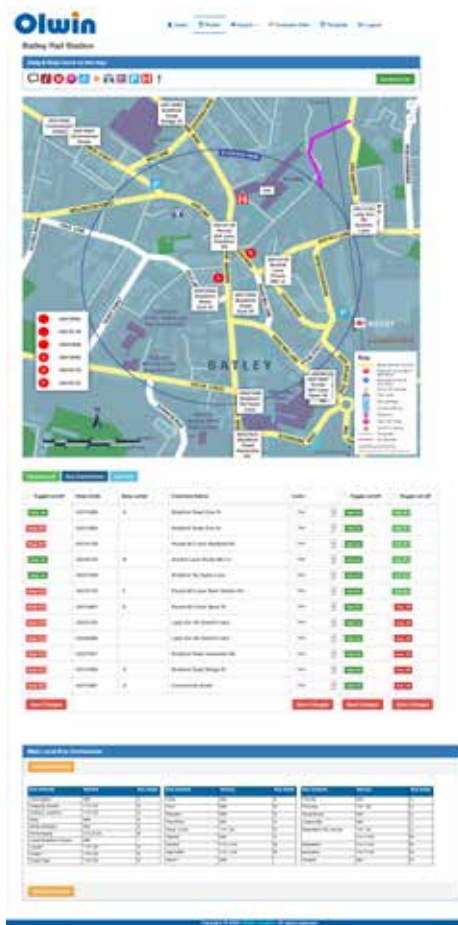
Olwin can generate a number of different Bus Information Products which can be printed as hard copy posters for display to the public at key transport interchanges and other locations.

The system identifies all bus stops within a specified radius of a hub and automatically generates destination information required for onward travel and wayfinding posters. The system comprises pre-determined templates that enable large format posters to be created, showing 'where to board your bus' maps combined with tables listing services and destinations from the selected bus stops. As new TransXChange data imports are carried out by the end user, the system will indicate which posters need to be updated.

The system uses data feeds with TransXchange and Naptan data for the following information

- o location of all bus stops and localities (Naptan); bus stops can be moved or deleted on the map by the user; users can decide whether stops are included on the tabular information
- o services (TransXchange); users can decide which services are included
- o destinations (TransXchange)

The map interface will allow users to 'set out' the map, pan around and drag and drop additional features onto the mapping, as described in the section above. We understand the importance of delivering an intuitive, easy-to-use interface that will enable new users to quickly grasp the system, and works with minimal processing times.



The screenshot displays the Olwin web application interface for Batley Hall Station. The interface is divided into three main sections:

- Map View:** A map of the Batley area showing bus routes (yellow and purple lines) and bus stops (red dots). A legend on the right side of the map provides details about the routes and stops.
- Services Table:** A table listing bus services, including their names, destinations, and status. The table has columns for 'Service Name', 'Destination', 'Status', and 'Update'. The services listed include 'Batley Hall Station', 'Batley Hall Station to Batley', 'Batley Hall Station to Batley (via Batley)', 'Batley Hall Station to Batley (via Batley)', 'Batley Hall Station to Batley (via Batley)', 'Batley Hall Station to Batley (via Batley)', and 'Batley Hall Station to Batley (via Batley)'. The status is 'Active' for all services.
- Destinations Table:** A table listing destinations, including their names, destinations, and status. The table has columns for 'Destination Name', 'Destination', 'Status', and 'Update'. The destinations listed include 'Batley Hall Station', 'Batley Hall Station to Batley', 'Batley Hall Station to Batley (via Batley)', 'Batley Hall Station to Batley (via Batley)', 'Batley Hall Station to Batley (via Batley)', 'Batley Hall Station to Batley (via Batley)', and 'Batley Hall Station to Batley (via Batley)'. The status is 'Active' for all destinations.

## BUS INFORMATION TABLE ELEMENTS

The system will allow user to select a specific area where all the bus stops will be plotted into the map.

Features:

- o Option to choose bus stops by select/deselect box
- o Option to edit stop name
- o Option to choose the template
- o Option to edit header/footer
- o Option to exclude services/destinations from the poster
- o Option to add logos

## BUS INFORMATION PRODUCTS

The system will allow the user to select a pre-determined templates which will display the map and bus information table. The system will be set up with customer branding and sizes.

The templates will include a header to display the (amendable) map title and therefore must be amendable. At the bottom of the template the footer will show URLs, the contact numbers, and logos.

## REPORTING

The interface will allow users to run a comparison within services highlighting any changes to those services (i.e. it has been changed/removed).

## CHANGE MANAGEMENT REPORT

Once the user runs a comparison he will be giving the option to download a report (spreadsheet) with all the details.

## HELP

A full documentation (PDF) will be provided covering all the functionalities/features/tools.

## SETUP AND TRAINING

Once UAT has been passed and approved, Pindar Creative will set up the LIVE version of the interface, and will provide training on how to use every feature.

Training can be carried out either on site or via remote meeting.

## FINAL ACCEPTANCE TESTING

- o UAT Environment Validation - Validation of connectivity and expected results in the test environment for each end user participating in testing.
- o Test Case Execution - Completion of all test scripts by test team.
- o Defect Tracking - Defects will be entered and tracked via spreadsheet by the Business Analyst and/or Project Manager. Each entry will include detailed information about each defect.
- o UAT Touch Point - Regularly scheduled meeting to evaluate UAT progress and outstanding defects.
- o UAT Sign-Off - Formal sign-off indicating the system satisfies the needs of the business as specified in the

functional requirements and provides confidence in its use.

## SUPPORT AND MAINTENANCE

Pindar Creative offers technical support to customers through email and telephone. We operate this facility during standard business hours (09:00 to 17:30, Monday to Friday). We will cover issues with data issues, hosting problems, code errors and bug fixes.

Functionality enhancements and upgrades are not covered by our technical support, unless specifically requested, and will instead be quoted on an individual basis. For clarification: - we regret that we cannot formally offer technical support on modifications to the system that were not made by us.

### How to Request Support

1. via helpdesk at <http://helpdesk.pindarcreative.co.uk>.
2. via the support helpline on 01296 390100 and ask for web support team.

## SERVICE LEVELS

System performance – we can ensure that the mapping functionality will perform sufficiently quickly for it to be used without having to wait for screen refreshes, etc.

Response times for issues - any issue will be treated with a different priority based on:

- o High - immediately
- o Normal - within 7 hours
- o Low - within 24 hours

Maintenance will be carried out once a month outside of office hours, usually between 7am – 9am.

## SECURITY

Pindar Creative will implement, maintain and comply with a written information security program at all times ("Information Security Program"), which will include policies, procedures and technical and physical controls, as well as the security measures established herein:

- o To ensure the security, availability, integrity and/or confidentiality of Supplier Systems.
- o Identify and protect against potential threats or hazards to Supplier Systems
- o To protect against unauthorized access to or use of, alteration of and/or destruction of Supplier Systems
- o To ensure that Customer is notified as required herein in the event of an Information Security Incident

## On-boarding and Off-boarding

We offer full on-boarding sessions with training on the platform, as required. We also provide extensive service documentation, from quick start for 'users' through to technical documentation for administrators, to suit users of all levels.

### Documentation formats

PDF

### End-of-contract data extraction

We have a full off-boarding process for the purposes of handing over data and other assets at the end of a contract. Pindar Creative provides data export as a flat file for customers to access.

### End-of-contract process

We have a full off-boarding process for the purposes of handing over data and other assets at the end of a contract, as well as closing off the contract formally and ensuring that all contractual requirements have been met in relation to the closure of work. This is managed by the terms negotiated on the T&C's depending on each agreement.

#### **Data importing and exporting**

User can import TransXChange and NaPTAN data to populate the panels.

Users can export data in high-resolution PDF format for printing.