

Connectivity Suite's remote maintenance keeps major transport company moving

With NetModule's Connectivity Suite, Hamburger Hochbahn AG has significantly improved the maintenance and monitoring of their ticket vending machines.

Case Study



Customer

Hamburger Hochbahn AG (HHA) is one of the largest local transport companies in Germany, operating the Hamburg underground and a large part of the bus services within the Hamburger Verkehrsverbundes (HVV).

Challenge

Having upgraded their existing vending machines to self-service terminals, HHA was now looking for a way to equip the machines with a data infrastructure that could handle multiple online services, including cashless payment options and credit card processing. The project would entail replacing more than 200 existing machines as well as the conversion of 100 additional machines to LTE connection, with easy management and maintenance of the entire system. They needed a complete connection solution tailored to meet their specific needs.

Discovery

The requirements of the Hamburger Hochbahn were:

- Industrial router with mobile radio, WiFi and LAN/SFP
- Wireless operability and management of the devices
- Security, reliability and speed
- Comprehensive device management and monitoring in the cloud and on-premise
- Easy integration and expandability of additional devices for future expansion needs.

NET **MODULE**



"NetModule was the only supplier that could meet the challenges with its modular routers and device management software."

Martin Austen, Project Manager
Hamburger Hochbahn AG

Solution

After reviewing the project requirements, the machine builder felt that the NetModule team was the only provider that could meet all their criteria and brought them on board to set the project in motion.

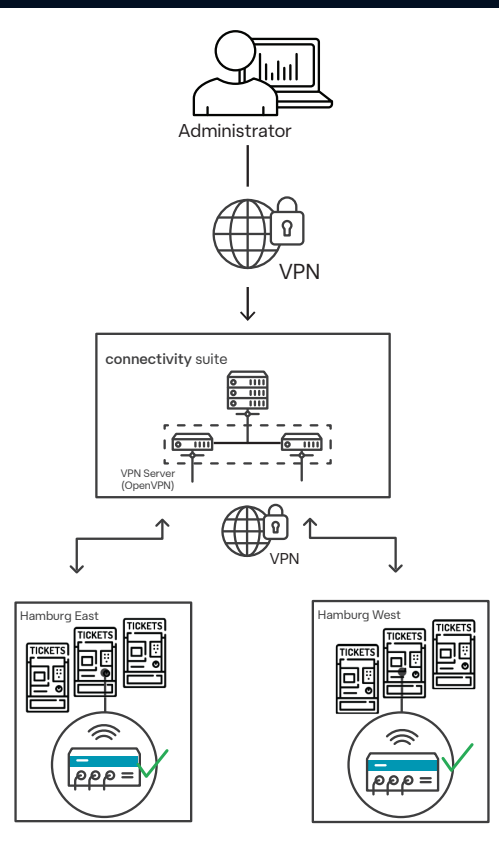
To that end, a high-performance industrial router was paired with the Connectivity Suite to efficiently manage the software of about 300 routers. Of singular importance was the modularity of the router so that at bus stops where there was no LAN connection, data could still be available via mobile radio. At the underground stops, data communication was made possible via WLAN.

Results

The greatest advantage of the Connectivity Suite is the scope of remote management and wireless control capabilities. It provides a level of efficiency equal to that of an on-site technician!

Each of the approximately 300 routers are easily monitored and displayed, providing a quick overview of their online status. What's more, the service technician can now implement updates wirelessly, eliminating the need for costly on-site travel. With its multi-feature functionality, the Connectivity Suite has proven to be the complete connection solution that HAA needed.

Hamburger Hochbahn Network Solution



About Belden

Belden Inc. delivers complete connection solutions that unlock untold possibilities for our customers, their customers and the world. We advance ideas and technologies that enable a safer, smarter and more prosperous future. Throughout our 120+ year history we have evolved as a company, but our purpose remains – making connections. By connecting people, information and ideas, we make it possible. We are headquartered in St. Louis and have manufacturing capabilities in North America, Europe, Asia and Africa.

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