

Iarnród Éireann

Passenger WI-FI Keeping on Track

A complete transport network giving customers fluid Wi-Fi connection.

FleetConnect teams up with Irish Rail to take Irish Transport into the future

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- 100% Wi-Fi coverage on the entire fleet fitted and operational.
- They remain the only national railway company to have 100% coverage across all fleets in service
- They can use the WI-FI gateway to provide seat reservation system with the manifest files for the service
- It provides the network gateway that allows the train to use the Nexala system for remote train monitoring.

Wi-Fi™ on-board
Powered by  fleetconnect

Iarnród Éireann offer free Wi-Fi to all passengers that travel with them. They installed Wi-Fi across their entire fleet. In doing so, they were the **first national Railway to introduce Wi-Fi on all fleets in service in Europe.**

Wi-Fi access on Commuter routes is especially useful for passengers on long journeys. The ability for business passengers to access email and been able to work is a big plus for commuter travel.

Iarnród Éireann is an award winning train service provider, recognised throughout the industry for its high levels of customer service. At the heart of the project, therefore, was **the desire to provide passengers with the best possible service**, enabling them to continue being productive as they travelled.



Commuter Routes in Ireland especially benefit from Wi-Fi

As a part of their requirements, a **high quality, high speed on-board Wi-Fi service** on all carriages was seen as a natural complement to and continuation of this work.

The Solution

- High-speed connectivity for passengers
- Easy to integrate with future technology
- Additional applications supported

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The Wi-Fi solution is based on FleetConnect's mobile broadband gateway technology. A wide range of marketing tools are available for customers to help them improve the service.

Infotainment is now a reality. This refers to media which is a combination of both information and entertainment. This will keep passengers entertained with films, games, audiobooks and much more and will enhance customer experience.



Iarnród Éireann is known for investing in passenger satisfaction

The Results

- Passengers stay connected throughout the journey. Staying in touch with Social Wi-Fi or communication with work is now a necessity for customers.
- Solution covers other applications to improve operational efficiency
- Ireland receives the benefits of full cross-county transport Wi-Fi

The Wi-Fi service is considered a valued part of the transport experience; Wi-Fi on Iarnród Éireann fleet means that the popular service is now **able to provide a more interactive experience** for passenger journeys, offering an **excellent marketing opportunity** for many businesses in the tCountry.

Tourists can now reduce their roaming charges whilst being able to more easily plan their visit, book and share their experiences, and access translation services.

In October 2016, Iarnród Éireann had the following figures

880,801 users
1,002,550 sessions
and
Total download 38763 GB of data

The solution supports Iarnród Éireann **requirements** in creating virtually seamless Wi-Fi coverage for both residents and visitors when using public transport

Productivity on the go also adds to the city's Strategy for Jobs.

What the Customer Says:

"FleetConnect is a well-established provider of innovative and reliable Wi-Fi solutions with a reputation that sits well with Transport for Ireland's vision for a quality 21st century passenger experience."

What We Say:

Passengers can use the service now for work. They can work on the way to Cork or Limerick or wherever they are going and most people want to be able to check their email, Facebook or Twitter account on the move. Irish Rail was one of the earliest adopters of on-board Wi-Fi and it was paid off for them several times over. What's more, they have proven that mobile internet is something that benefits both the operators and the passenger; a win-win situation.

Patrick Cotter CEO, FleetConnect