

Transforming the control room

How Control360 from EPM is redefining bus operator efficiency and decision-making

In the complex world of bus operations, the control room plays a pivotal role. It is the heart of a profitable network, making critical decisions to ensure smooth daily operations. However, with the abundance of technology available to controllers, turning rich data into actionable insights can be challenging. EPM Bus Solutions, a company with a long history of working with major Scottish operators such as Lothian, McGill's, FirstGroup and Stagecoach, aims to address this challenge and significantly impact it with its innovative Control360 product.

Revolutionising operations with Control360

Control360 provides an advanced software solution designed to streamline bus operations. This platform consolidates operational data from various systems into a single, centralised location, enabling control room teams to manage day-to-day issues effectively. By integrating data from multiple sources, including existing industry-standard software and third-party systems, Control360 equips controllers with the context needed to make informed decisions in real-time.

"Operators have access to plenty of technology, but what's missing is a unified perspective," explains Nick Brookes, Software Director at EPM. "We aim

"Integrating Control360 into control room operations eliminates the need for duplicate data entry"

to provide controllers with a consolidated view that enables efficient, data-driven decision-making, ensuring reliable service at an optimal cost. The potential for efficiency gains is significant."

Streamlined operations and enhanced decision-making

Integrating Control360 into control room operations eliminates the need for duplicate data entry. This ensures data accuracy and allows for instant updates. The comprehensive integration includes information on accidents and incidents, customer services, driver and vehicle allocation and engineering (from third-party systems). By consolidating all these elements, Control360 enhances operational efficiency and enables effective decision-making. This ultimately leads to significant cost savings for bus operators.

"Our integrated platform, which combines EPM and Omnibus's popular software solutions, is designed to consolidate operational data automatically," says Aiden Proctor, Head of Product at EPM. "It provides a clear and comprehensive overview of the entire network by eliminating data silos. This interconnected system empowers teams to proactively manage the network and make timely, well-informed decisions, ensuring reliable and high-quality service delivery."

Key features of Control360

- **Efficient duty allocation:** The platform efficiently assigns unallocated duties while ensuring legal compliance and minimising costs. This is all managed through a single, intuitive screen;
- **Real-time alerts:** Control360 provides real-time alerts that bring attention to driver-related issues, enabling timely action to



Nick Brookes



Aiden Proctor

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avoid potential disruptions;

- **Streamlined incident management process:** record lost mileage incidents and driver allocation impact in a single workflow; and

- **Predictive network management:** Control360 allows control room teams to foresee network issues in advance by analysing trip and timing point

specifics. This proactive approach helps mitigate problems before they impact service.

Building a better bus operation

Integrating Control360 into control room operations improves day-to-day management and provides long-term benefits. By leveraging data from various sources, operators can gain valuable insights that inform strategic decisions and allow them to respond quickly to changing market dynamics.

"Responsiveness and agility are crucial," Aiden adds. "We ensure that every aspect of bus operations is optimised to meet and exceed passenger expectations. Additionally, our data-driven insights support strategic decision-making, allowing operators to stay ahead in a dynamic market."

Nick takes up this theme: "This growing data repository serves as a foundation for future innovation. By consolidating information from various sources, operators in the future can harness the power of machine learning to identify the factors affecting service delivery. For example, understanding the variations in traffic congestion between school term times and holidays enables more precise adjustments and improved service adaptation."

Fit for the future

EPM Bus Solutions, through their Control360 product, is transforming the control room experience. By offering a unified, integrated approach, Control360 enhances operational efficiency, supports informed decision-making, and ensures a high-quality, reliable service for passengers. This innovative solution aims to empower bus operators to navigate the complexities of modern bus operation with confidence. ✘