

ReDat

Recording

Roads and Transport Authority (RTA) Dubai

Case study - a technologically unique solution for recording the voice of dispatching communication

Our own research and many years of experience in the field of telecommunications have allowed us to offer specific solutions according to customer needs.



OUR CUSTOMER

The Roads and Transport (RTA) Dubai was founded in 2005 and it has more than 6 thousand employees. The RTA is responsible for planning and providing an integrated transport system in the Emirate of Dubai, and between Dubai and other Emirates of the UAE.


RTA

64

Train stops


79

Trainsets


204.4

Passengers per year [mil]


74

Track length [km]

SOLUTION

Today, customer has an advanced solution for data recording. Our recording system, which is composed of two recording devices ReDat3 and two application platforms ReDat eXperience, records more than 300 dispatch telephones in 64 stations throughout the metro.

A PBX is installed in each station, which sends data to one main PBX that is in the control center. Our ReDat3 recording device is capable of recording all PBXs simultaneously and is connected to the main PBX.

The same assembly is also in the backup control center, which is activated in the event of a failure or outage of the main control center.

TASK

For many years, the metro used a competitive recording system. Within the modernization of the new part of the metro, the companies realizing the order, with the main supplier Thales, approached our company to supply a system for data recording.

The aim of the cooperation was to deliver a technologically unique solution for recording the voice of dispatching communication in combination with the ability to adapt to local conditions.

EXPERT OPINION

"...the deployment of the ReDat system provides us with an important insight into the dispatching environment. Thanks to the system, we now have the opportunity to better manage traffic, prevent railway dangers and ensure the flow of rail traffic. The system automatically provides us with a comprehensive overview of all dispatch calls made at all Dubai Metro stations, centrally via a very user-friendly web environment. We value the flexibility and helpfulness of RETIA employees in meeting all our requirements."

System engineer

RESULTS

- The implementation of our system took 3 weeks and was completed at the end of 2019. After this we handed over a fully functional system in two locations and trained local system administrators.
- Installed recording systems provide users with important insights into the dispatcher environment and they can play through them any call made and thus to reconstruct any incident.
- The advantage is a centralized solution with records available via a web interface.
- In addition, thanks to a high degree of flexibility, this solution can be further expanded according to current customer requirements.

WHY WORK WITH US

- in-house research
- self-production
- years of experience
- customized solutions
- strong market position for recording systems
- one of the European main suppliers

- collaboration with major telecommunications equipment producers
- tens of important business partners
- successful realization of orders worldwide
- reliability and technologically independent solutions

ReDat Recording Systems provides a sophisticated system for recording voice, screen and other relevant data. The system automatically analyzes the data to make it available to system users in a clear and structured way.

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