Case Study
Rotterdamse Elektrische Tram (RET)

Supporting Passenger Wi-Fi and Information Systems
The foundation for an interconnected eco-system of onboard applications

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The Challenge

Rotterdamse Elektrische Tram (RET) has been in operation in Rotterdam since 1878, transporting over 600,000 passengers every day. The transport system is comprised of trams, metro trains, buses, and a fast ferry service, working to enhance social connections for people living in and around the city.

RET approached Icomera to provide a Wi-Fi service for its trams and metro vehicles.

The Solution

Installation work began in December 2014, with the launch of the first Wi-Fi connected vehicles in January 2015, and a continued roll-out during 2015.

In total 258 vehicles in RET's fleet now benefit from Icomera's Internet connectivity solution: 113 individual trams (two models) and 145 metro vehicles (four models). Icomera's X-Series open application and connectivity platform supports both RET's **Passenger Wi-Fi** requirements and communications for their **Passenger Information System**.

The Icomera X6 router also provides RET with the framework and foundations required for developing a truly interconnected **eco-system of onboard applications.** The modular nature of the X-Series platform will allow the Dutch operator to integrate with newer technologies as they become available, passing service enhancements on to passengers at the earliest opportunity and future-proofing the fleet.

The Results

Icomera was tasked with installing the solution by April 2015, and completed the project on time. RET's passengers now receive vital connectivity on their journeys and the city of Rotterdam has realised the benefits of a full cross-city transport Wi-Fi.

The service has been positively received by RET passengers, and the popularity of the onboard Wi-Fi has exceeded RET's expectations.

What the Customer Says:

"As part of RET's ongoing strategy to deliver the best possible travelling experience for our passengers we are working towards having a single communication platform for all systems across our fleet.

"This approach really plays to the strengths of Icomera's X-Series platform and we are eager to integrate with this technology, enhancing our operational efficiency so that we may continue to offer a service that our passengers can be proud of."

Onno Donkervoort, ICT Manager, RET

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