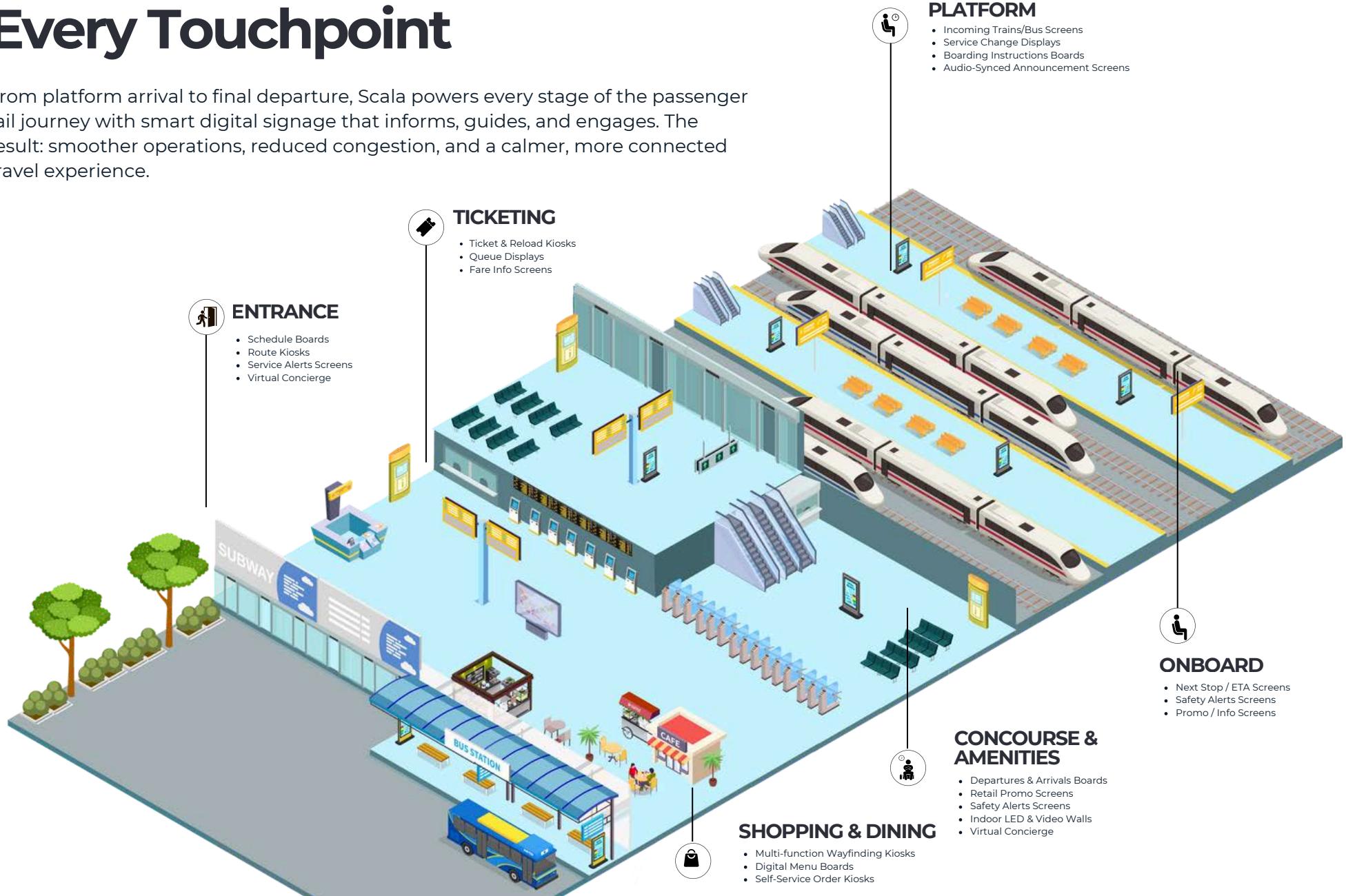


## SMART TRAIN HUB SOLUTIONS

Transform Passenger Journeys with Scala

# Smart Train Hub Solutions Across Every Touchpoint

From platform arrival to final departure, Scala powers every stage of the passenger rail journey with smart digital signage that informs, guides, and engages. The result: smoother operations, reduced congestion, and a calmer, more connected travel experience.





## Entry & Parking

The passenger journey begins the moment travellers arrive at the station. Clear, intuitive information sets the tone for a smooth, stress-free rail experience.

- **Outdoor LED & Signage** – Welcome passengers with vibrant, multilingual screens showing live updates and setting the journey's tone.
- **Schedule Boards (PIDS)** – Welcome passengers with vibrant screens showing upcoming train and bus departures by line.
- **Smart Parking Displays** – Share live parking availability, alerts, and guidance to open slots.
- **Route Kiosks** – Interactive navigation for platforms, ticketing, amenities, and transfers.



## Ticketing

Ticketing areas are where passengers prepare for their journey. Clear guidance, staffed counters, and intuitive self-service kiosks work together to keep queues moving, reduce wait times, and lower passenger stress.

- **Ticket & Reload Kiosks** – Quickly buy tickets or top up transit cards with ease.
- **Queue Displays** – Show real-time wait times and available service counters to streamline passenger flow.
- **Fare & Route Screens** – Provide up-to-date ticket prices, route options, and schedule guidance for informed travel decisions.



## Concourse & Amenities

Passengers are guided through the hub while staying informed, engaged, and comfortable as they move toward platforms or services.

- **Schedule Boards (PIDS)** – Show real-time updates for all lines, keeping passengers on track and reducing confusion.
- **Retail Promo Screens** – Highlight offers, events, and partner promotions to enhance the passenger experience.
- **Safety Alerts Screens** – Deliver emergency notifications and maintenance updates.
- **Indoor LED & Video Walls** – Large-format displays for high-impact information, announcements, or multimedia content.



## Shopping and Dining

Stations are more than just transit points - they're hubs for retail and dining.

- **Indoor LED & Video Walls** – Display real-time promotions, retail deals, and dining options.
- **Multi-function Wayfinding Kiosks** – Categorised listings of shops and restaurants with maps, promotions, and directions.
- **Digital Menu Boards** – Instantly update menus and highlight specials across outlets.
- **Self-Service Order Kiosks** – Reduce queues and speed up dining with quick ordering and digital payments.



## Platform

At the platform, every second counts. Real-time information and clear instructions ensure passengers board efficiently and stay informed about service changes.

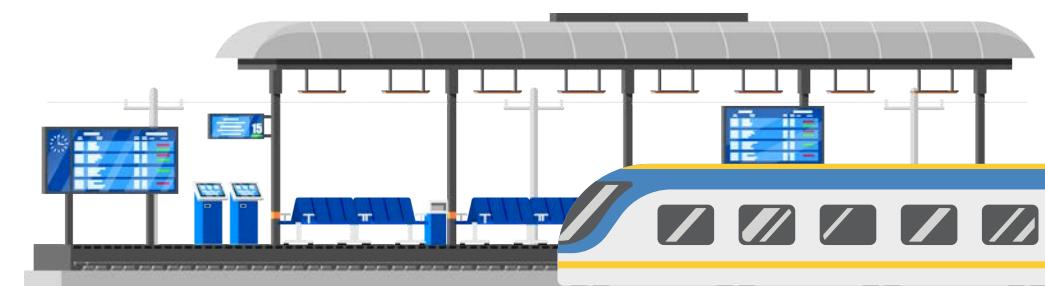
- **Incoming Trains/Bus Screens** – Display live arrival times for all lines to keep passengers updated.
- **Service Change Displays** – Highlight delays, cancellations, or route adjustments instantly.
- **Boarding Instruction Boards** – Guide passengers to the correct carriages or buses quickly and safely.
- **Audio-Synced Announcement Screens** – Synchronise visual messages with PA announcements for maximum clarity.



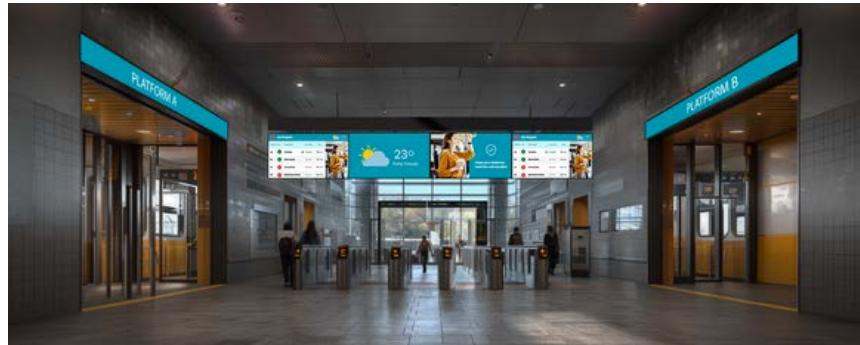
## Onboard

Keep passengers informed and comfortable throughout their journey. Real-time updates and targeted messaging enhance safety, convenience, and engagement.

- **Next Stop / ETA Screens** – Show upcoming stops, connections, and estimated arrival times.
- **Safety Alerts Screens** – Deliver immediate safety instructions and service updates.
- **Promo / Info Screens** – Display targeted promotions, local info, or passenger tips during travel.



# Key Scala Solutions for Connected Train Hubs



## Passenger Information Display System - PIDS

Deliver clarity when it matters most. Scala's PIDS keeps commuters informed with live, reliable updates that reduce confusion and improve flow across stations.

### Key Features:

- **Real-Time Updates** - Instant synchronisation of arrivals, departures, and service changes.
- **Dynamic Announcements** - Broadcast platform changes and operational alerts.
- **Integration Capability** - Connects with live transport data and third-party systems.
- **Customisable Layouts** - Tailor content for different zones and audiences.
- **Failover & Reliability** - Ensures uninterrupted display even during network issues.

## Virtual Concierge / Helpdesk

Provide instant assistance remotely or via self-service, making support accessible 24/7.

### Key Features:

- **Remote Assistance** - Live agent support via video call.
- **Self-Service FAQs** - Quick access to schedules, routes, and service info.
- **Multi-Language Support** - Communicate effectively with diverse passengers.
- **Live Data Integration** - Connects with schedules, routes, and operational feeds.
- **Customisable Interface** - Tailor screens and guidance for passenger needs.





## Ticket & Reload Kiosk

Reduce queues and speed up travel with fast, contactless ticketing and top-ups. Scala's kiosks provide a smooth, user-friendly experience for passengers buying tickets or reloading commuter cards, keeping lines moving efficiently.

### Key Features:

- **Self-Service Transactions** - Purchase tickets and reload cards easily.
- **Contactless Payments** - Support for QR codes and NFC payments.
- **Fast Workflow** - Minimise queue times with optimised interface.
- **Multi-Language Guidance** - Step-by-step instructions for all passengers.
- **System Integration** - Connects to ticketing platforms and commuter cards.

## Wayfinder or Route Finder

Help passengers navigate complex transport hubs effortlessly. Scala's interactive kiosks provide step-by-step guidance for different lines, transfers, and fast routes, enabling commuters to find the quickest path to their destination while also discovering amenities along the way.

### Key Features:

- **Interactive Routing** - Step-by-step directions for multiple lines and transfers.
- **Fast Route Options** - Suggest the quickest path to destinations.
- **Amenity Search** - Locate shops, services, and facilities easily.
- **Live Map Integration** - Real-time updates on closures, detours, and crowd flow.





## Immersive LED Displays

Airports are more than just transit hubs; they're high-value retail environments. Scala's dynamic LED advertising screens turn waiting time into engagement by delivering targeted, real-time campaigns that capture attention and drive revenue.

### Key Features:

- **Art & Cultural Displays** - Showcase local culture, digital art, or thematic experiences.
- **Atmospheric Content** - Create calming environments with scenic or branded visuals.
- **High-Resolution Video Walls** - Deliver striking, large-scale imagery across terminals.
- **Flexible Integration** - Adapt content seamlessly to lounges, waiting areas, and arrival halls.

## Queue Management & Crowd Control

Keep passenger flow smooth and safe, even during peak hours. Scala's queue and crowd management solutions monitor congestion in real time, control entry with automated gates, and redirect passengers dynamically to optimise hub efficiency.

### Key Features:

- **Real-Time Queue Status** - Track lines and waiting times instantly.
- **Platform Full Control** - Prevent entry when platforms or areas reach capacity.
- **Smart Allocation** - Direct passengers to available service points efficiently.
- **Crowd Analytics Integration** - Connects to sensors and CCTV for density monitoring.

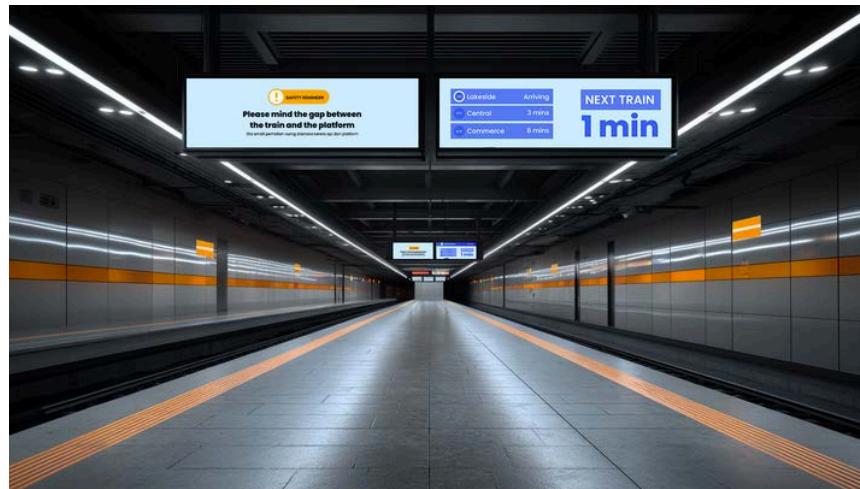


## Platform Screens

Deliver critical updates and safety information exactly where passengers need it. Scala's high-impact platform screens keep travellers informed about arrivals, departures, and emergency alerts while also providing promotional or advisory content.

### Key Features:

- **Live Service Alerts** - Display platform assignments and operational changes.
- **Safety & Emergency Messaging** - Broadcast urgent alerts instantly.
- **High-Visibility Displays** - Clear and bright for indoor and outdoor use.
- **Live Data Integration** - Syncs with vehicle, train, and transport feeds.
- **Custom Content Zones** - Showcase promotions or advisories dynamically.

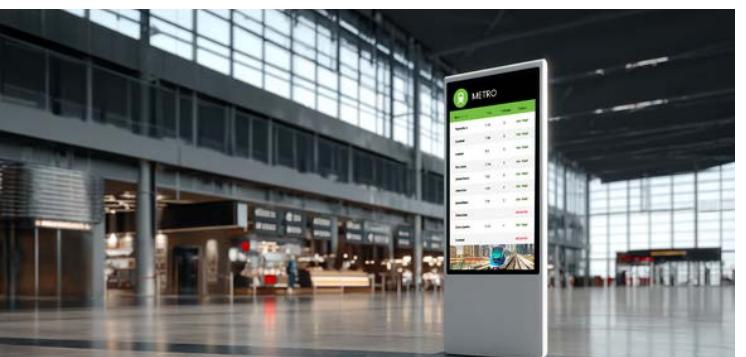
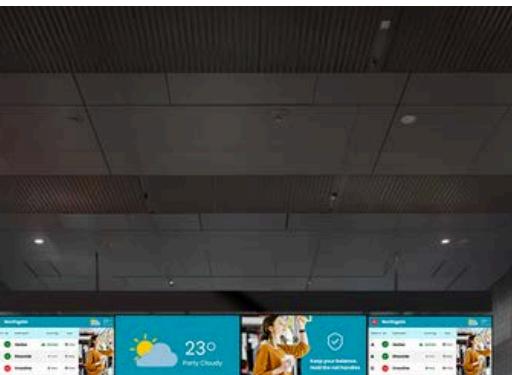
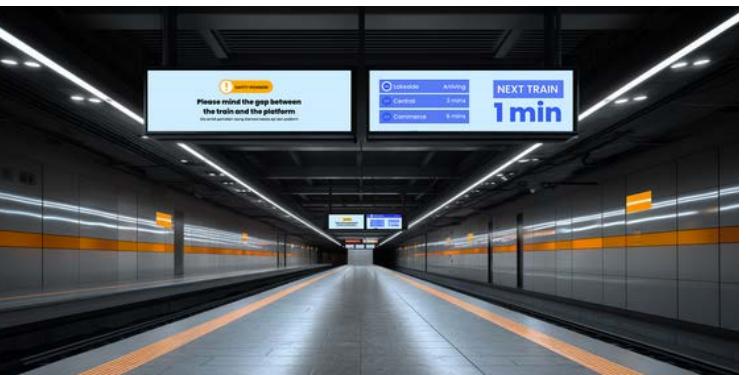
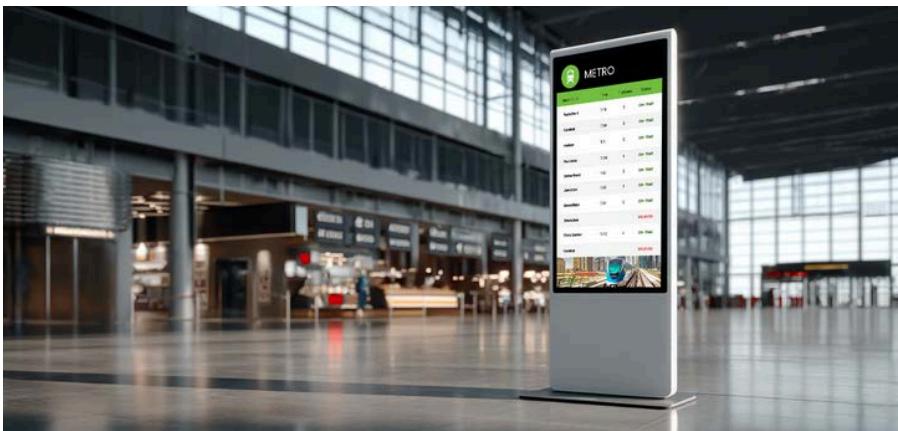


## In-Car Next Stop / ETA Screens

Enhance the onboard experience with real-time journey updates. Scala's in-car screens keep passengers informed of the next stop, estimated arrival times, and route progress, helping them feel confident and prepared throughout their trip.

### Key Features:

- **Next Stop Alerts** - Automated display and audio announcements.
- **Real-Time ETA** - Accurate arrival times for each stop.
- **Route Progress Visualisation** - Visual cues of journey and upcoming interchanges.
- **Live Vehicle Integration** - Syncs with GPS and transport tracking systems.
- **Emergency Alerts** - Instant notifications for delays or service issues.



## Seamless journeys powered by Scala.

Scala powers every step of the train journey, keeping passengers informed, guided, and moving for a seamless, stress-free travel experience

[www.scala.com/sg](http://www.scala.com/sg)