Business Intelligence Tools –Key Performance Indicators and Dashboards

The KPI Dashboard provides you with easy to understand information, presented in a variety of visualization techniques, and providing powerful filters and drill down capabilities.

With a simple mouse click, supervisors and senior leaders can access real-time fleet data through the cloud-based operational dashboard, including:

- On-time performance
- Headway adherence
- Pullout
- Passenger loads
- Exceptions
- Vehicle health status
- Customer sentiment
- Safety and security events
- Hazardous driver behavior

Real-time Key Performance Indicators (KPIs) with guided analytics allow users to track and analyze key operational metrics.

Conduent's Transit Solution Business Intelligence Tools provide real-time KPIs with guided analytics allowing users to track and analyze key operational metrics.

These metrics allow the opportunity to access, interpret, and manage operations data more efficiently while better understanding the customer experience, respond to exceptions quickly, and scale business.
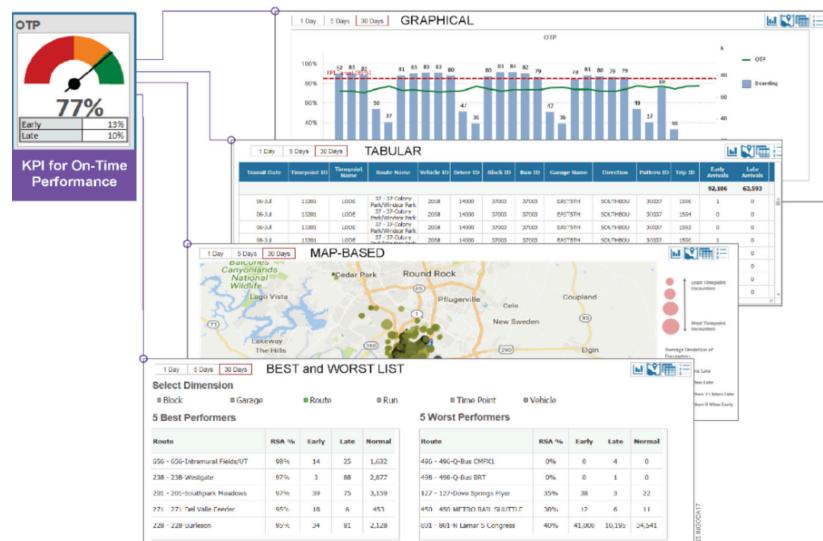

Figure 1: KPI Dashboard Visualization- Information the Way You Want to See It

Our powerful visual analytical tools help agencies get the most from existing data. Our system correlates, analyzes, and presents the data in tabular formats, dashboards, and trend-analysis charts; transforming it into actionable information.

Agencies can make confident decisions based on data that produces analytical truths relevant to their business. Business intelligence can be shared across organizations through real-time dashboards and using the excel data export and print functions. The web-based tool operates on a variety of devices including desktops, laptops, and tablets.
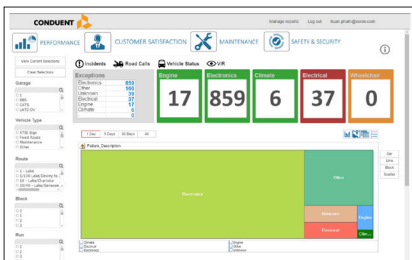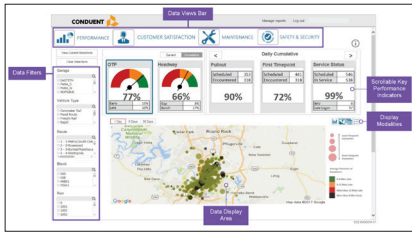
Figure 2: Customer satisfaction, Performance and Maintenance Views

Business Intelligence Data Warehouse Cloud models eliminate the need for costly on-site hardware and maintenance. Scale your business faster with easily upgradeable software and new features as they become available.

A cloud-based system offers ease in setup, scale, and speed to access and manage data securely.

Agencies use the Conduent Transportation Business Intelligence dashboard to:

• Troubleshoot routes with poor performance to improve recovery time

• Stay on top of frequent vehicle health alerts, safety issues, and unsafe driver behaviors for more immediate responses

• Check customer satisfaction by tapping into social media feeds to access information that improve communication and response times.

• Drill-down into the datasets to explore the data driving their metrics.

Make confident decisions that interconnect success at all levels with Conduent Transportation Business Intelligence Tools. Conduent Transportation offers a full spectrum of Transit Solutions that can help you achieve this goal. Our Business Intelligence Tools will increase your ability to access, interpret, and manage your operations data better, increase your understanding of your customer experience, recover incidents faster, and scale your business.

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