

planning journeys between 30 million origins and destinations

The online journey planner

Transport Direct is the world's first fully integrated transport information portal, providing the travelling public with all the information they need to make an informed decision on how to complete their trip.



The Atos consortium, with the Department for Transport (DfT), worked together to ensure Transport Direct meets the needs of the public. It is unique in many ways, including its status as the only national (any) point to (any) point multi-modal journey planner in the world, and its ability to plan journeys from 330,000 bus stops in the UK.

The challenge

Transport Direct enables travellers to plan their UK journeys with single or multiple forms of private and public transport, through the integration of 11 different regional planners and supporting data (e.g. 30 million addresses/points of interest). It enables users to view maps, check fares and real time train departures, and facilitates online ticket purchasing.

The portal enables any user of the system to make informed choices (rather than simply habitual choices) about how they undertake their journey to any of the 30 million destinations available, in a more efficient and knowledgeable manner. It satisfies travellers' needs for accurate, up-to-date information and provides an increased awareness of different transport options for any particular journey.

The solution

Transport Direct has been delivered by bringing together an experienced consortium in a partnership approach, building on the expertise of those involved to deliver a portal that meets the needs of the users by integrating diverse and complex applications.

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Other innovative developments include expansion of the access options, for example, through websites such as Visit Britain. There is no equivalent national transport information system that combines road and public transport.

Transport Direct connects transport providers, local authorities, central government and the travelling public to improve access to information. It draws together constantly updated data from 230 different feeds, (some of which had to be created as part of the project's scope) and details of 30 million destinations.

Public adoption of the portal has already exceeded government expectations with an average approaching one million page hits per week.

"I truly believe that the influence of Transport Direct will extend beyond the portal itself and act as an agent for change to improve the coverage, quality and accuracy of travel information generally."

Nick Illsley

Chief Executive, Transport Direct (3rd Feb 2005)

Benefits delivered

The unique characteristics of Transport Direct to date are:

- ▶ It remains the only fully integrated, multi-modal journey planner with information services available both via the internet and mobile devices
- ▶ Obtaining car routes with estimated costs and times taking into account predicted traffic levels at different times of the day
- ▶ It has served over five million distinct users sessions since launch
- ▶ It provides accurate and up-to-date information and enables users to purchase train and coach tickets from affiliated retail sites without having to re-enter details
- ▶ It increases awareness of different transport options, enabling people to make better informed, rather than habitual, decisions.
- ▶ By responding to user feedback, Park & Ride sites, Day Trip Planning and Taxi information have all been introduced, enabling the travelling public to have the information that they want and need to plan their journeys.

Next Steps

For further information, please call 020 7830 4444 or visit uk.atos.net

About Atos

Atos is an international information technology services company with annual 2010 pro forma revenues of EUR 8.6 billion and 74,000 employees in 42 countries at the end of September 2011. Serving a global client base, it delivers hi-tech transactional services, consulting and technology services, systems integration and managed services. With its deep technology expertise and industry knowledge, it works with clients across the following market sectors: Manufacturing, Retail, Services; Public, Health & Transport; Financial Services; Telecoms, Media & Technology; Energy & Utilities.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic Games and is quoted on the Paris Eurolist Market. Atos operates under the brands Atos, Atos Consulting and Technology Services, Atos Worldline and Atos Worldgrid. For more information, visit: atos.net