



## Xentelligent Insights Analytics 2.0 – Helping transportation agencies understand and take action on complex data.

Transportation agencies typically deploy many disparate technology solutions throughout their enterprises, each with its own supporting software to monitor functional parameters, generating huge amounts of operational data. As the number of solutions increases, it becomes more complicated to track key performance indicators (KPIs) and assess how these solutions are performing against service level agreements (SLAs) to which vendors are contractually bound, and to identify issues as they arise. Furthermore, vendors' back office software does not typically support other solutions, making reporting and monitoring disaggregated and hard to track. Even with multiple static dashboards, it becomes almost impossible to correlate data between them, assess dependencies, and analyze trends.

To address these multiple challenges, Xentrans has developed **Insights Analytics**, a cloud-based business intelligence platform that unifies solution performance measurement. Insights provides our customers with a view of operational metrics and trends via a customizable web dashboard and automated, scheduled reports. Utilizing open application interfaces (APIs) and other data sources, Insights is able to ingest key metrics from multiple solutions from different vendors, integrating the results into a single streamlined interface. Insights takes advantage of the growing trend for regional agencies and departments of transportation to ensure that all data generated by vehicles' operational systems, timetables, fares, and locations are made available through real-time open data standards and services. As an independent and unbiased service, Insights offers a mechanism to hold vendors accountable by automatically tracking solution KPIs against SLAs, and calculating penalties in the form of Service Credits where they are due. Insights customers are reclaiming significant amounts of money each year in penalties from vendors as a direct result of Insights KPI monitoring and reporting.

**Insights Analytics 2.0** introduces AI Assistant integration for natural language query and reporting; and machine learning for predictive analysis and anomaly detection. Insights provides a solid, single-source of business intelligence with which our customers can make informed decisions regarding operational enhancements to increase passenger satisfaction, and improve service reliability.

### KEY FEATURES

- ▶ Monitors & reports transportation technology metrics
- ▶ Combines transportation data from diverse sources
- ▶ Tracks key performance indicators over time
- ▶ Assesses vendors against Service Level Agreements
- ▶ Utilizes machine learning for predictive analysis
- ▶ Integrates AI Assistant for natural language queries
- ▶ Open API architecture for external data connections



Insights Analytics for Capitol Corridor EMV contactless payments

Insights Analytics 2.0 is an application within the **Xentelligent** platform of cloud-based tools that are helping transportation agencies digitalize their day-to-day operations, cut complexity, and reduce costs. Contact Xentrans for further information and to arrange a demonstration.

Email: [info@xentrans.com](mailto:info@xentrans.com)