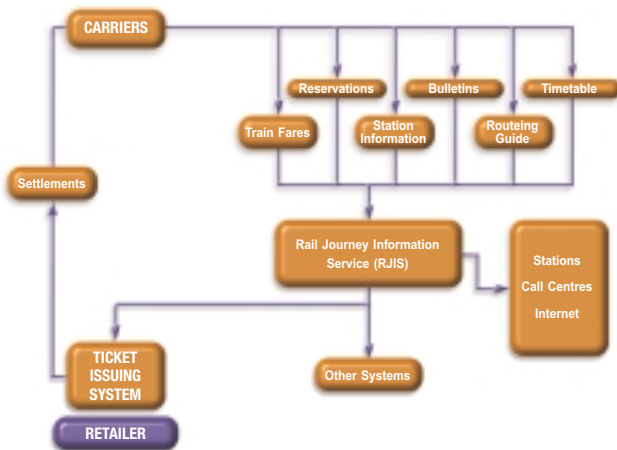# The Rail Journey Information Service (RJIS)

## Introduction

The Passenger Rail Industry commissioned RJIS in 1998 as its standard, single source distribution service for Rail Journey Planning Information (Timetables, Fares, Reservations etc.). It is designed as an integrated solution for rail journey information for the 21st Century.

## What is RJIS?



RJIS provides Timetable, Fares, Routeing Guide and other supplementary information in a consistent, accurate and integrated manner. An essential and unique component of RJIS is the Routeing Guide. This is a set of rules defining valid fares and journeys, which ensures the validity of the information provided.

RJIS is unique in being accredited by the Association of Train Operating Companies (ATOC), which means that the data used by RJIS is the single and only source of data owned, produced and validated by the Rail Industry.

RJIS also satisfies regulatory requirements for impartial retailing so that any information supplied does not favour one train operating company over any other.

The RJIS search engine finds the fastest journey but also displays information on the other journeys available with details of the cheapest.

## RJIS multi-layered structure

RJIS has been designed to provide different levels of service to customers depending on their requirements.

### Core Data Service

This is the base level layer of RJIS. It manages the data factory, which holds the definitive industry standard source data for Fares, Timetables, Reservations and the Routeing Guide. It is accredited by ATOC who have conducted intensive data evaluation trials and user testing.

The data factory provides data to the other levels of RJIS and data feeds of raw data to other external recipients. Data feeds are produced on a daily basis.

RJIS is also capable of supplying data feeds for other applications, which need industry approved journey data. Rail Timetable, Fares, Routeing Guide and other RJIS maintained data can be extracted from the system and supplied to other industry parties as a standard service. The Core Data Service allows customers to take data feeds, in CD or FTP format, and utilise them for whatever purposes their business requires.

# ey Information Service

RJIS has the flexibility to allow for tailoring to meet customer requirements for example in delivery frequencies, the data format, full or updated data, non-standard data feeds and CTR (Customer Transaction Record) reports and extracts.

The Core Data Service provides consistent information and accurate information, because the data is provided directly by the industry. Fujitsu is the only provider of the National Routeing Guide in electronic format.

Customers who provide their own application or presentation level bespoke solutions need to ensure that they provide the correct interpretation and manipulation of the data to avoid risk of compromising validity and accuracy of their answers to queries.

**Data from
External Systems**

Data Feed ← **Data Factory**

Journey Query
Interface ← **Application
Layer**

GUI & Ticket
Issue Interface ← **Presentation
Layer**

**Workstation**

## Application Layer

At this level RJIS provides information in answer to journey query questions. RJIS applies the industry approved interpretation and manipulation rules in order to answer queries. It will therefore provide the industry-approved answer.

Some Customers use RJIS services at this level in order to use the information in their own systems and to provide their own tailored interface, for example, an Intemet front end.

Most customers who use services at this level will also take a self-managed service implementation of RJIS whereby they install RJIS on their own servers. They will also receive data feeds in order to keep local data current.

## Presentation Layer

This is the main RJIS service where a customer takes a service that provides answers to RJIS queries on a PC through a network connection using the RJIS Graphical User Interface (GUI).

## Support and Delivery

Fujitsu offers two types of service that both use information from the RJIS data factory, which are differentiated by the level of infrastructure management provided.
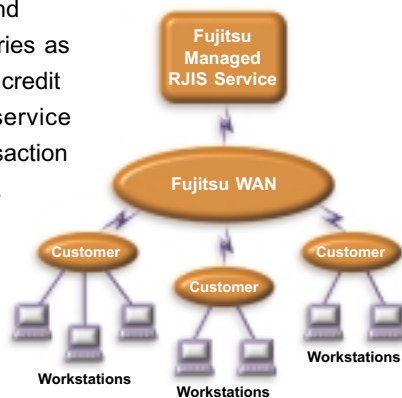
## Supplier Managed Service

This RJIS service is delivered from Fujitsu data centres on Fujitsu owned servers. It is the main and currently most popular service being used to support more than
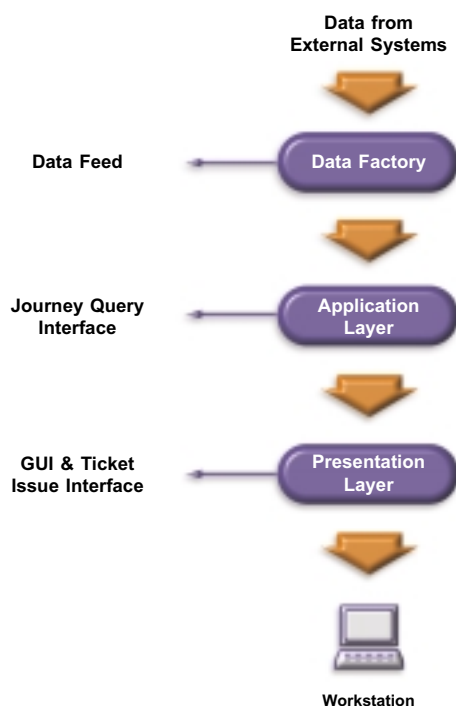
1900 terminals in booking offices, call centers and support for over 1,000 ticket sales devices. RJIS supports Timetable, Fares and Reservations enquiries as well as providing a credit card authorisation service and customer transaction detail management.



**Fujitsu Managed RJIS Service**

**Fujitsu WAN**

**Customer**

**Customer**

**Customer**

**Workstations**

**Workstations**

**Workstations**

### Self-managed Service

For this level of service, RJIS runs on dedicated servers, housed and run by the customer. Most of the transactions will run on the local server but remote links to the Fujitsu host managed service will be required for logon/logoff, daily updates, reservations, credit card accreditation and CTRs (Customer Transaction Records).

This service is used typically for customers with large numbers of terminals to support in a close location, e.g. in a telesales bureau or to support an Internet or Intranet service either for journey planning or for ticket selling.



**Fujitsu Managed Service**

**Customer based RJIS Server**

**Workstations**
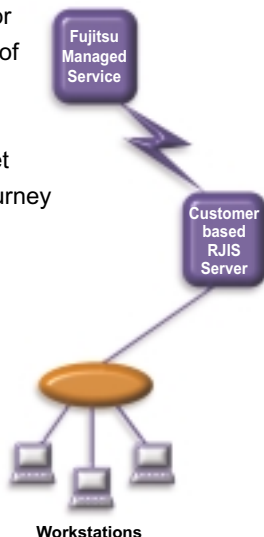
## RJIS User Interfaces

The standard RJIS GUI is an easy to use solution that has benefited from considerable industry input. This input has ensured that customer requirements, such as user preferences, number of travelling adults/children, default origin and destinations, earlier/later journeys, preferred time periods etc. have all been designed into the service.

Following an enquiry, the RJIS GUI is able to printout journey itinerary details. The RJIS service provides all relevant information on a clearly set out single screen whereas the legacy systems required 5 or 6 screens to show similar information. This also eliminates the dependency on Fares and Timetable manuals. Usage has shown that this presentation quality enables operators to reduce enquiry call length by an average of 30%. Beneficial implications for customer service and staffing costs result.

RJIS has been designed from the outset to also support those users needing their own user interfaces. They may wish to do this for a number of reasons ranging from the need to provide Journey Planning Information for Ticket Sales systems which they already possess or which they procure to meet their particular needs, through to needing Journey Query information for their own tailored Internet web sites.
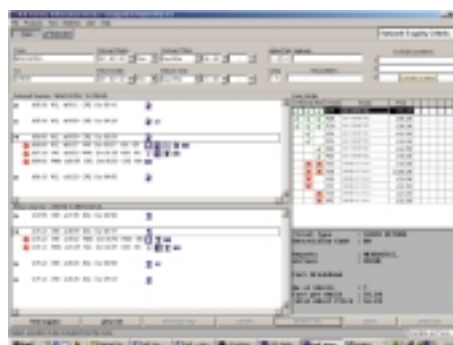
# Consistent, accurate, current and impartial Rail Journey Information.

## RJIS benefits

- Consistent, accurate, current and impartial Rail Journey Information.

- Availability - updated daily and available online 24 hours a day, 365 days a year. RJIS receives over 26 million enquiries per month.

- Flexibility to enable the Rail Industry to benefit from future opportunities such as changing travel patterns, changing customer expectations and pressures for integrated and multi-modal travel and from ever-faster technology changes.

- Performance and Resilience – RJIS is based on a distributed hardware architecture running on Microsoft Windows NT technology.

- Integration - a single source of information combining Fares, Timetables and the Routeing Guide with access to Reservations, Quotas and credit card authorisation.

- Universal access, directly by train operating companies and using standard or customisable interfaces by a range of alternative systems and services (Elgar, Tribute etc.)

- Data feeds to provide this information to other services and users such as Internet, call centre and customer managed services.

- Faster practical operation by combining information from multiple sources into a single enquiry.

- Cost effective service resulting from better use of technology, economies of scale and effective user interfaces.

- Customer Relationship Management by capturing customer transaction details and by provision of better management information.

- Ease of use due to the design of the Graphical User Interface (GUI) and by selecting from a range of user specifiable preferences

- Regulatory support for more accurate, quicker, more available and more comprehensive Rail Journey information and for impartial retailing.

**RJIS provides Timetable, Fares, Routeing Guide and other supplementary information in a consistent, accurate and integrated manner. An essential and unique component of RJIS is the Routeing Guide. This is a set of rules defining valid fares and journeys, which ensures the validity of the information provided.**

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