

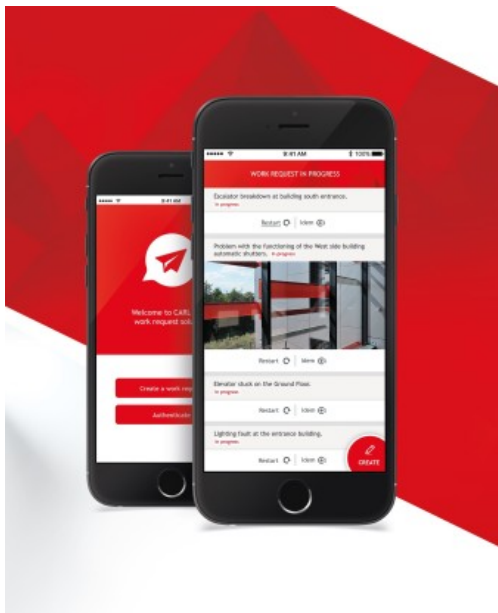


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**INNOVATIONS
AND TRENDS**

CARL Flash: Mobile application for service requests



CARL Flash allows users of public transport, or public areas, quick access to a range of services such as reporting malfunctions, damage or vandalism, issuing and tracking work requests by interacting with the technical services department in charge of their maintenance and operations directly from their own smartphones. For technical services CARL Flash speeds up service requests making them simpler and ensuring traceability. Requests are stored digitally in CARL Source Transport. CARL Flash also avoids multiple requests being made for the same issue and detect urgent requests when the same problem is reported several times. Requesters have also a real-time view of the status of their requests and can accept or reject work performed. CARL Flash is accessible via a QR Code and works on all operating systems (iOS, Android or Windows).

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Subject to further change