

kontron

AI-Native Field Service Execution Platform

Human-Centered AI for Rail & Transport Field Service

Solution Presentation



Human-Centered AI for Rail & Transport Field Service

AI-Native Field Service Execution Platform

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**Keep assets running.
Keep your people in control.**

From intelligent dispatching to digital field execution, Kontron FSM combines human-centered AI, trusted data sovereignty and connected workflows to empower the people behind every service operation.

Built for mission-critical rail & transport infrastructure, our solutions help operators improve productivity, service quality and operational resilience—while keeping people in control and operational data secure.



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Austrian Heritage. European Culture. Local AI.

Human-Centered AI in Action



Human-Centered AI in Field Service Action

Austrian Heritage. European Culture. Local AI.

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**Every day in the field.
Every decision that matters.**

Field service is about people solving real problems—often under time pressure, in challenging environments and with critical infrastructure depending on every decision.

Kontron FSM combines human-centered AI, connected workflows and immersive technologies to support dispatchers and field teams throughout the entire service process.

From intelligent dispatching and real-time communication to AR-assisted field execution, AI reduces complexity, accelerates decision-making and helps people work safer, faster and with greater confidence.

**Austrian heritage.
European culture.
Local AI.**

Trusted by operators across DACH & Europe.



ISO 27001
Certified



ERP-compatible
Seamless integration



GDPR compliant
Data protection by design

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Key Capabilities

Human-Centered AI across every step



Human-Centered AI across every step

Key Capabilities



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Use Cases

Smart AI Field Service for Rail & Transport



Smart AI Field Service for Rail & Transport

Use Cases



Rail Infrastructure

Track, networks & depots

Impact

Raising track

Reduce failures & delays.
Safer service.



Signalling & Control

Planned & corrective maintenance

Impact

On-time & reliable

Reliable technology,
available when it matters.



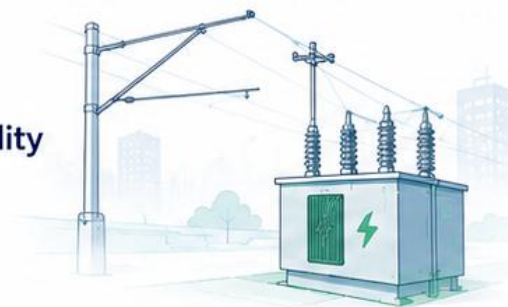
Power & OHL

Traction power, substations
& overhead systems

Impact

More system stability

Ensure power quality
& performance.



Rolling Stock

Fleet maintenance &
after-sales service

Impact

Rolling stock

Maximize fleet availability.
Reduce costs.



Stations & Facilities

Multi-site infrastructure

Impact

Satisfied passengers

Reliable facilities.
Better passenger experience.



Metro & Urban Mobility

Urban networks &
operations

Impact

Better urban mobility

Improved reliability.
Connected communities.



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One Connected AI Workflow

Dispomanager.
Mobile App.
AR/VR Assistance.



Dispomanager. Mobile App. AR/VR Assistance.

One Connected AI Workflow



Dispomanager

For dispatchers & planners

- AI-supported scheduling & dispatch
- Skill and resource-based assignment
- Route & workload optimization
- Real-time field overview
- SLA monitoring & reporting



AI-assisted planning
& decision support



Real-time
communication



Digital
documentation

Mobile App

For field technicians

- Offline & online operation
- Digital checklists, forms & reports
- Photos, signatures & time tracking
- Parts consumption & status updates
- Instant sync to back-office systems



AR/VR Assistance

For complex field operations

1. AR WORK INSTRUCTIONS



Step-by-step
visual guidance



3D models
& schematics



Component
recognition &
highlighting



Digital service
procedures

2. REMOTE EXPERT ASSISTANCE



Real-time video
communication



Live view sharing –
experts see what
technicians see



Live annotations
& visual markups



Hands-free
voice
communication



One platform. Three powerful tools. Fully connected for efficient field service.



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Operational Workflow

From first call to closed job



From Planning to Execution

Operational Workflow

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Benefits

Human-Centered AI. Real Operational Impact.



Human-Centered AI. Real Operational Impact.

Benefits



Faster Response

From first call to assigned technician in minutes with AI-assisted dispatching.



Smarter Planning

AI helps optimize schedules, routes and workloads while people stay in control.



Higher Asset Availability

Connected workflows and real-time visibility reduce downtime and keep operations running.



Complete Transparency

One real-time view of jobs, teams, SLAs and field activities.



Trusted Local AI

Human-Centered AI supports better decisions—not replaces people.



Data Sovereignty

Your operational data stays secure, sovereign and fully under your control.



About Kontron FSM / ITSM Business Unit

Part of the Kontron Group, we develop human-centered AI solutions that help organizations optimize field service operations while keeping people in control.