

kontron

AI-Native Field Service Execution Platform

Solution Brief



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.



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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Meet us at InnoTrans —
or get in touch

Let's continue the conversation:

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