Smart Transport Services

Changing the way we think, plan
and undertake our journeys

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Smart Transport Services

NEC is at the forefront of providing technology for the transport industry all around the world. Through our Smart Ticketing solutions, our Operational Intelligence systems, Safety and Security platforms and Customer Focused tools, our Smart Transport Services are changing the way we think, plan and undertake our journeys.

We understand that more than ever, people expect a seamless experience when it comes to their daily journey. As technology enablers we provide the tools that empower people to go where they want, when they want in the quickest, easiest, and safest way possible.

We partner with Public Transport Authorities and Operators to provide customer-centric, data-driven tools that make it easier for those who work in the industry to deliver millions of services to customers every day. We are also at the cutting edge of technology, enabling the rollout of 5G across Australia and New Zealand and planning for a transport future that is based on alternative energy sources.
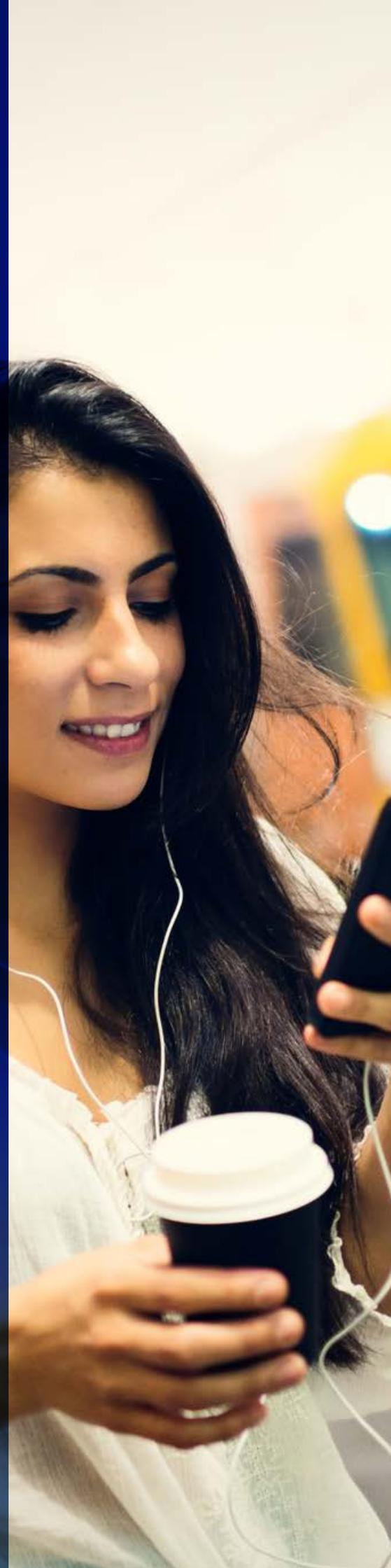
Our Smart Transport Services at a Glance

Smart Ticketing Solutions

- 👍 Easy to use app
- 👍 Account based mobile ticketing
- 👍 Fare management system
- 👍 Customer service centre and CRM
- 👍 Third party retail outlets

Operational Intelligence

- 👍 Real-time situational awareness
- 👍 Planned and unplanned disruptions
- 👍 Integration and automation of information
- 👍 Business intelligence to improve planning

Customer Focused

- 👍 Real-time passenger information
- 👍 Automated announcements
- 👍 Passenger Information Displays
- 👍 Easy to use app
- 👍 Journey Planner

Safety & Security

- 👍 Facial Recognition technology
- 👍 Driver Monitoring System
- 👍 Advanced Driver Assistance System
- 👍 CCTV for added security
- 👍 Passenger Counting System
- 👍 System integration

Smart Ticketing Solutions

We provide multi-modal integrated ticketing for Public Transport Authorities and Operators. Our Open Loop Payment System provides unmatched flexibility for Authorities, Operators, and customers alike.

Our system provides real-time information for all transactions on the network; from electronic fare collection, through to adjustable electronic charging and expenditure at merchants and retailers plus clearing house facilities.

We accommodate contemporary payment and charging mechanisms that embrace mobile technologies, providing confidence in the transport network. Our technology is accurate, reliable and is highly effective against fraud.

The system also enables payment for non-transport services meaning that customers are in control and can seamlessly make payments via cards or mobile devices for merchandise at participating retailers for added convenience.

Operational Intelligence

Our Transport Management System provides real-time situational awareness that enables a targeted response to manage all planned and unplanned disruptions across the transport network; no matter how big or small.

Delivered through amalgamating multiple data sources simultaneously, we enable the transport industry to proactively optimise network operations. Our unique offering enables insights into individual modal performance, schedule adherence, management of incidents and event management.

Our advanced service monitoring functionality provides a single source of truth that enables Authorities and Operators to continuously monitor the performance on all selected routes and services via their preferred viewing platform. This means customers receive the most relevant and timely information to complete their journey.
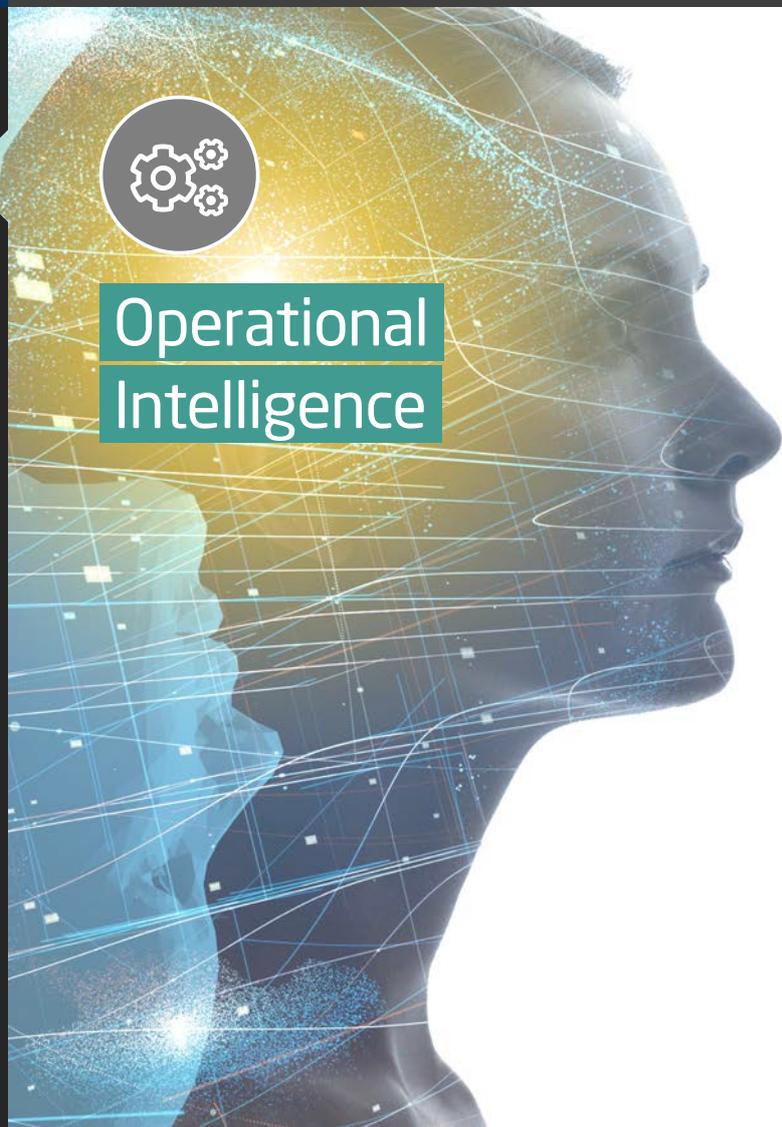
Customer Focused

Customers need accurate information that is readily available to plan their busy lives. Our Journey Planner app provides customers with all the information they will need in one easy-to-use location. Such information includes our real-time prediction engines that provide customers with accurate service arrival times. Our Passenger Counting System provides information regarding the capacity of the services enabling customers to choose to travel now or wait for the next service.

In-Vehicle Passenger Information Displays and Automated Announcements provide travelling customers with the knowledge they need to confidently travel the network and helps those who are new to the network, are hard of hearing or have low visibility.

Real-time information panels can provide service delivery times, way-finding information at stops and interchanges, as well as information about connecting services or other modes of travel.

Safety & Security

Safety and security across our transport networks is more important than ever before. At NEC, we provide the latest in safety and security features, providing customers the confidence they need to feel safe and secure while travelling.

For Public Transport Authorities and Operators, we implement the latest in Advanced Driver Assist technology to ensure bus drivers operate as safely as possible and provide them with all the information they need prior, during and at the end of their shift.

Our Facial Recognition technology enables secure driver sign-on at the start and end of each shift. This technology, coupled with our comprehensive CCTV system, is also used by Authorities around the world to monitor the network for any unlawful activity and apprehend offenders.

For customers, our easy-to-use app empowers customers to enable a 'Find Me' application that means they can monitor their loved ones as they travel on the network.

Case Study
Ahmedabad, India

The City of Ahmedabad partnered with NEC to upgrade the manually operated, often erratic bus transit infrastructure with a seamless, safe and reliable intelligent Transport Management System.

Watch on YouTube

NEC \Orchestrating a brighter world

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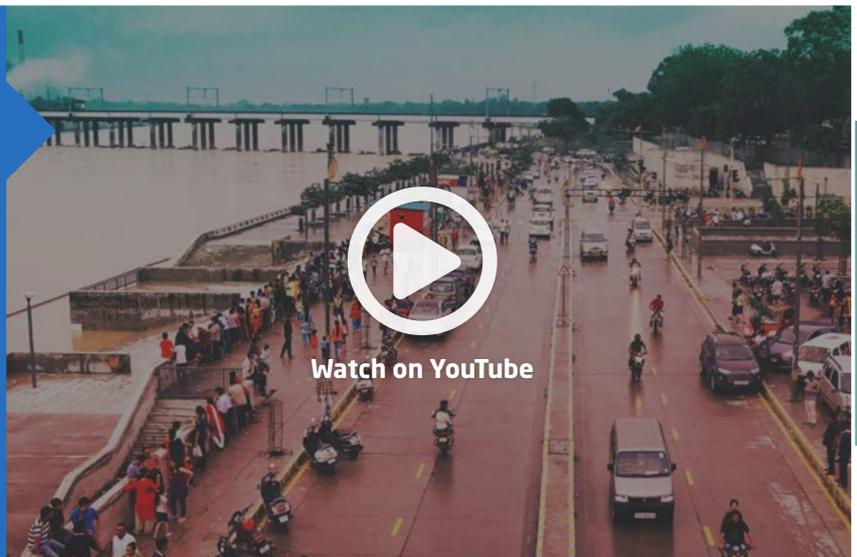
For more information on our Smart Transport Services, visit:

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