InnoTrans 2024

User Experience for Timetable and Capacity Management at DB InfraGO AG

Together with DB InfraGO AG, the sUXcess team at DB Systel GmbH has developed a concept for a new analysis platform that is based on user experience (UX) principles. The intention of the platform is to complete tasks in the areas of timetable and capacity management, as well as sales and operations.

The Integrated Capacity Management Platform (InKa)
Currently, existing solutions are isolated and characterized by different technologies and redundant functionalities. Now, the monitoring of rail network utilization and con-struction activities will take place on a central analysis platform that provides key metrics.

InKa offers users easy and intuitive access to data and thus supports rapid decision-making. The users primarily consist of experts from the timetable and capacity management departments of DB InfraGO AG, who collaborate to ensure stable rail operations. These include capacity controllers, among others, construction (implementation) planners and the management of the respective departments.

Our UX-Concept
Considering the diversity of user groups, the sUXcess team developed a UX concept that ensures the intuitiveness of the platform.

Initially, the relevant user groups were identified to determine their needs and understand workflows through numerous interviews.

In addition, existing functionalities were analyzed and evaluated with input from various stakeholders. Based on this analysis, potential technologies suitable for implementing the concept were considered.

UX-Highlights in InKa
- Customizable dashboard to meet the different needs of users
- A new information architecture ensures orientation for different user groups and expandability for future use cases
- User-centered development of reports with consideration of user flows to ensure continued effectiveness
- Alignment with the DB layout for a familiar appearance and user-friendliness

Customizable Dashboard (Dummy Data)

Interactive Homepage (Dummy Data)

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