



Cubic Systems and Engineering Services team provides custom technical and administrative services to be sure that your fare collection system operates at peak performance. Whether some or all of the systems are physically located in a transit authority/operations data center or a Cubic-provided data center, our Systems and Engineering Services team provides best-in-class administration and monitoring of your fare collection infrastructure.

Our services ensure optimal availability, security, communication and failover, because if your system stops working, all operations are affected – from revenue operations to customer service, from reporting to planning. Cubic's experts have the skills and experience to manage your environment and provide smooth and reliable operations. And we back it up with guaranteed service levels.

We also know that a successful system is not only about performance and monitoring. Our portfolio includes services that meet evolving business needs. We can help you to configure new fare products, routes, business or transfer rules, and implement requested updates. Cubic can also provide services to integrate with existing applications, such as general ledger or AAVL, and we customize applications for web sales or corporate/employer programs.

We also work to keep your system safe, understanding that your security and data protection services solutions have to be every bit as dynamic as the threats they're guarding against. Our Systems and Engineering Services will keep you protected against the latest threats.



Systems and Engineering Services

We embed supportability into our products and have built custom support tools that diagnose and resolve issues before they become critical. With Cubic, you can expect a better understanding of your technical environment and business needs, and a more intelligent and proactive way to resolve issues.

Central System Monitoring & Control

- Daily health checks and monitoring
- System diagnostics and troubleshooting

Problem Resolution

- Problem isolation, analysis and resolution
- Escalation management
- Priority notifications
- Fault management

Database Administrations

- Archiving
- Database backup and recovery
- Capacity and monitoring
- Performance evaluation
- Table maintenance

Nextfare Application Services

- Application management & monitoring
- Troubleshooting
- End-of-day completion
- Data management
- Data accuracy validation
- System optimization

System enhancement

- Software & release upgrades
- Hardware upgrades

Disaster Recovery and Business Continuity

Rapid Response

- Technical help desk
- Trouble ticketing
- Alerts & notifications

Website Administration

- Capacity monitoring
- Site security & certificates
- Enhancements
- Usability
- Content management

Electronic Payments Gateway

- Regulatory compliance
- Bank interface

Network Monitoring

- Network security
- Capacity planning
- Communications network
- Network communications
- Network monitoring

Data Center Service

- PCI compliance
- Physical security
- Virtual security

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