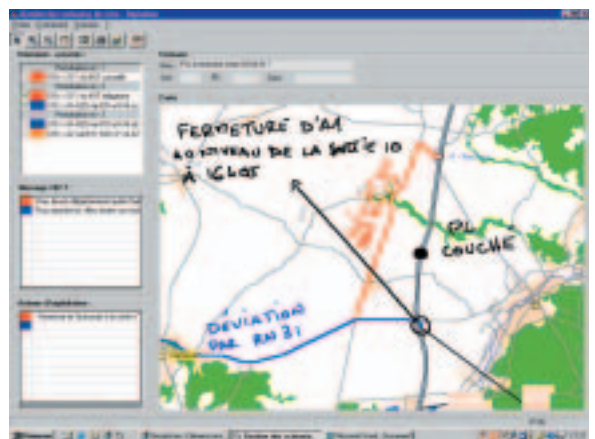


# The SANEF, management and protection of the motorway network in the North and East of France.



“This package has enabled us to optimise our operations and save time when managing a crisis.”

The SANEF (the organisation responsible for the motorways in the North and East of France) is contracted to manage the A1, A2, A4, A16, A26 and A29 motorways. This amounts to approximately 1400 km of road network (on 1st July 2001) and is used by almost 50000 vehicles per day. The SANEF finances, builds and runs the motorways assigned to it by the government. Approximately 2700 people are employed to ensure the maintenance and safety of the network. The SANEF, which is open to its clients 24 hours a day, 7 days a week, has installed the following reception, comfort and safety systems and equipment: a radio station (107.7 FM), road signs to show directions and tourist attractions, a rest area or services approximately every 15km, 'télépéage' (a motorway toll system based on electronic vehicle tagging), patrols to continually monitor the network and emergency telephones every 2 kms.



**The SANEF is made up of four motorway networks:  
Amiens, Senlis, Reims and Metz.**

Each of the SANEF networks has a Central Operations Point (PCE) which has a constant link with the local authorities (emergency services, police, local government, etc). Any information concerning the state of the network or any incidents that happen on the network is sent to the PCE.

All information including details of breakdowns, accidents concerning materials or physical injuries and adverse weather is sent in by field personnel. The PCE then puts this information together and uses it to make decisions to ensure the quality of the network's service and to guarantee the safety of road users.

"In the past, this information was given to us in one of two ways. It was either sent in by telephone or written down on the scene and then sent back to the PCE" says Jean-Baptiste Delaby, Head of the traffic/feasibility department for the SANEF's Operations Directorate. "Between internal notes and those sent in by field personnel, the management of information was a long and fastidious process. For example, if an incident such as a rise in water levels occurs and a section of the road network is situated in an area that is hazardous for motorists, we have to make very quick decisions. In this situation, the limitations of our old system are clear." At the beginning of 2003, the PCE in Senlis was looking to refurbish a meeting room and several products were on offer. "It was during the presentation of these products that we discovered Hitachi Software's Starboard EM Panel".

**The Hitachi Software Starboard EM Panel - an interactive system integrated into the SANEF's applications.**

The Starboard EM Panel is the latest in the range and combines the benefits of the Share Wizard Conference software, designed by Hitachi Software, with the Wacom graphic tablet, which comes with a graphic pen. This system allows users to take notes and make dynamic presentations in real time. The software allows users to make notes directly on the tablet either by doing a screen capture or on a blank page using an electronic pen. It also enables users to save the information.

"This product allows us to make notes directly onto the electronic maps or to write on the tablet using the electronic pen. The Hitachi Software product also allows us to save the notes. Because of this, we no longer need to collate and save all the notes hand-written onto loose sheets of paper" says Jean-Baptiste Delaby. "The Starboard EM Panel is connected directly to a video projector, so that at any time we can



project the notes onto the central screen so that everyone can access the information in real time.

A second important feature of this product is that it is compatible with our existing internal tools and computer systems. We have one GIS (geographic information system) application that we use to manage all incidents using maps of the motorway network. The ShareWizard Suite is totally compatible and allows us to make screen captures of our application and add commentaries whilst the incident is in progress. We then send instructions to the teams responsible for displaying information on the information panels and to those responsible for traffic news on 107.7FM".

The Starboard EM Panel is used by the four on-call officials based in Senlis who make decisions in crisis situations. "The installation of the system was quick and easy. We could no longer do without it" adds Jean-Baptiste Delaby.

The system is already operational. In particular it was used to manage the bad weather at the beginning of the year. Heavy snowfalls had blocked the entire road network in the North of France. The decisions taken hour upon hour were recorded and saved using the Hitachi Software package. "This package has enabled us to optimise our operations and save time when managing a crisis. Another very important feature of

this system is that it enables remote communication. This will allow us to operate from a number of locations and when managing an incident, everyone will have the same information available, in real time and on site. We are currently looking into the feasibility of this with Hitachi Software" concludes Jean-Baptiste Delaby.

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