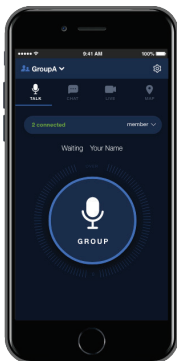


The great thing about Buddycom

“**Real-time voice communication among 2,000 groups without delay is amazing**”

Railway

Bullet Train



In the past, information was transmitted from the command to the conductor using the command phone installed in the crew room.

However, it became possible to quickly communicate to the crew using Buddycom group calls.

In addition, it has become easier to share information between crews and commands, crew members of other bullet trains without commands, and improving customer service.



### Dissatisfaction before

Previously, when sharing information, there was a one-on-one conversation on a mobile phone for business use or PHS in a bullet train, and it took time to share information with all crew members, and there was a difference in content during transmission. The problem was that there were cases where this occurred.

### Why we chose Buddycom

In addition, if we know that group companies have introduced "Buddycom" as a means of communication, we will be able to quickly share information without increasing the number of mobile devices if we can introduce it to the crew as well as an application, "Buddycom" we determined that the implementation was optimal.



### It is useful in

**customer service,  
vehicle failure  
response, lost item  
search.**

If lost items or tickets for other trains are discovered and contact is required, we can be contacted very quickly between other bullet trains. On the other hand, I check the sensitivity of Buddycom in the meeting area before starting work.



### Message to you

With the cooperation of Science Arts, the developer, with regard to the application specifications, we realized all the functional requirements required by our Tokaido bullet train crew, making it a very user-friendly application.



### Recommended point

It is a communication environment with no interference even in the wide area of the Tokaido bullet train that goes back and forth between Tokyo and Osaka, and is active in various situations.



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