

# Allways up-to-date Only with a ticket from ACS.

Integration of the modern ticket vending machines in the national e-ticketing system increases operating convenience and availability in the transport network of the Netherlands railways.



# Our modern touch screen ticket vending machines improve customer satisfaction and the cost situation.

## The challenge

The national railway, Nederlandse Spoorwegen (NS), operates approximately 90 percent of the rail traffic in the Netherlands, transports more than 1 million passengers a day via 380 railway stations and executes more than 84 million transactions each year. With the objective of increasing the convenience and satisfaction of the customers, and simultaneously reducing costs, to a great extent NS relies on self-service ticketing and on a fare management system with highly modern touch screen vending machines from ACS.

ACS<sup>1</sup> has been supplying ticket vending machines to the NS since the early 80s. In the early 90s the next generation followed with 600 vending machines, and in the year 2000 another 615 vending machines were installed. In this regard, know-how, technology and the quality of the devices, as well as the good collaboration have always met the rigorous, specific requirements of the NS. «We look back over years of trustworthy collaboration with ACS. They have always satisfied our rigorous requirements.»

## The solution

As part of an additional modernisation project in conjunction with the national OV-chipcard system, between 2005 and 2008 we supplied a total of 700 additional state-of-the-art touch screen ticket vending machines. Within just four months, there was a partial delivery

of approximately 450 of these 700 vending machines; NS Project Manager, Leo van den Bogart, expressed his satisfaction: «The ticket vending machines from ACS are convincing through their reliability, the protection against vandalism, and their attractive design».

«The vending machines from ACS are very popular with our passengers and the vandalism relative to the devices is on the decline», emphasizes Leo van den Bogart. «We are quite satisfied and in the meantime have already procured an additional 30 ticket vending machines.» And two subsequent orders followed.

## The result

Today the passenger not only enjoys easy operation thanks to the touch screens, but also an extended, better offering: In addition to coins, electronic purse, prepaid cards and domestic debit cards and credit cards, the vending machines also accept Maestro / EC cards thanks to Interplay certification. The future requirements imposed by international security standards for cashless monetary transactions have already been taken into account. Tickets for the national network, as well as tickets for international destinations can be purchased at the vending machines.

Moreover the vending machines are designed in such a manner that in addition to paper tickets, they can also dispense contactless smart cards – OV-chipcards – that can be charged and debited at the vending machines.

## The essentials

To increase convenience and customer satisfaction and simultaneously reduce cost of sales, NS relies on self-service ticketing from ACS.

The rigorous requirements imposed on product quality, optimal technical

availability as well as effective protection against vandalism and burglary, speak for the implemented system. Within a short time frame we delivered 450 high-performance vending machines.



**Area:** Public Transportation

**Customer:** Nederlandse Spoorwegen N.V., the Netherlands

**Challenge:** Modernisation and extension of the ticketing system

**Solution:** Touch screen ticket vending machines

**Result:** Improvement of self-service ticketing and reduction of cost of sales

## Contact

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## About ACS

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You can learn more about us at [www.acs-inc.com](http://www.acs-inc.com).



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<sup>1</sup> The project was executed by the Ascom Division, Transport Revenue. This division was sold to Affiliated Computer Services, Inc. (ACS) in December 2005.