

# When new vending machines were needed, we were just the ticket.

Our advanced touch-screen machines deliver quick response for passengers, and dependability and availability for the client.



# We were praised for our ability to “maximise efficiency and cater to the special demands of staff and passengers.”

## The Challenge

Every day, nearly 350,000 people pass through the electronic ticket gates to the trains of Hong Kong’s West Rail, linking West Kowloon with North West New Territories. “Travel must at all times, and for all of our passengers, be smooth, comfortable and affordable,” says Li Kwong, Automatic Revenue Collection Manager.

Since Hong Kong is one of the world’s busiest rail and metro systems, long queues can’t be tolerated, and downtime must be minimised. “User-friendly is the key concept at every step of the way. All our systems must be easy to use and simple to run and maintain.”

That is why Kowloon-Canton Corporation, now integrated into the Mass Transit Railway, selected ACS to replace its dated ticket vending machines.

## The Solution

Following our success delivering advanced touch-screen ticketing machines to the Hong Kong underground, we were selected to do the same for the West Rail project. Our sophisticated design and open and proactive approach to customisation and product development were deemed to meet the stringent demands of the client.

Among the ACS solutions was a new combined ticket reader unit that reads both prepaid smart cards and single-fare magnetic cards.

It also creates more desk space for the ticket office operator, who now has only one interface to manage. Fully networked, the system consolidates various data – thus streamlining administration and providing updated information on an ongoing basis.

We also help facilitate travel for the visually impaired, installing Braille maps and keypads to ticket vending machines. Plus, digitised voice messages give feedback on passenger input and respond to questions.

## The Results

ACS has delivered advanced touch-screen ticket vending machines that not only deliver quick response for passengers, but also high dependability and availability. According to Kwong, ACS has delivered on its promise to “maximise overall efficiency and cater to the special and complex demands of both staff and passengers.”

## Key Statistics

- 227 ticket vending machines
- 163 add-value machines
- 24 cash vault trolleys
- 125 office ticket processors
- 54 passenger enquiry processors
- 6 first-class processors



**Sector:** Public Transportation

**Solution:** Ticketing Vending Machines

**Client:** Kowloon-Canton Railway Corporation, Hong Kong

**Challenge:** Upgrade ticket machines for 350,000 riders

**Result:** Multifunction touch-screen machines with high dependability and availability

## Contact Us

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## About ACS

ACS is part of Xerox’s \$22 billion global enterprise, with 130,000 employees serving our clients in 160 countries.

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

## The Bottom Line

For Hong Kong’s West Rail, where nearly 350,000 people board trains every day, ACS was selected to replace dated ticket vending machines. We delivered advanced touch-screen vending machines that not only deliver quick response for passengers,

but also high dependability and availability. The client cited our ability to “maximise overall efficiency and cater to the special and complex demands of both staff and passengers.”



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