

A railway needed dual-mode ticketing. We gave them paper and plastic.

Our paper-based and contactless e-ticketing solutions offered high quality, availability and reliability.



We expanded Norwegian State Railway's self-service ticketing – and reduced their operating costs.

The Challenge

NSB, the Norwegian State Railway, has a market share of over 90 percent, selling more than seven million tickets each year from vending machines, counter and online sales services. To expand its range of passenger self-service ticketing options and reduce operating costs, the company wanted an interoperable e-ticketing system with a comprehensive, interconnected revenue collection and control system. NSB called ACS.

Key success factors were:

- Bringing a national ticketing system into service in one year
- Upgrade a paper-based system to e-ticketing
- Meet strict demands for product quality and availability, due to extreme weather conditions and geographical circumstances
- Increase ticket sales via online and vending machines.

The Solution

Within one year after starting the project, we deployed a complete national, paper-based ticketing system for Norway and the Oslo metropolitan area. Our solution complied with the high requirements of quality, availability and reliability.

Durability was a must. Our machines had to function properly during heavy snowfalls and low temperatures. And, given the sizable distances between remote locations, high availability and reliability was also key. In addition, the machines had to guarantee optimal protection against vandalism, enable implementation of a highly complex tariff system, and ensure seamless connection to the NSB servers.

ACS delivered. And we were awarded the second phase of the project: extending the e-ticketing system with interfaces to other interoperable systems.

The Results

Passengers now use the user-friendly touch-screen machines to purchase tickets for local and long-distance. Over time, we introduced contactless smart cards via interoperable e-ticketing systems. These cards can be recharged and validated at ticket machines. The ticket machines became true multi-terminals. All 71 train stations equipped with ticket machines are monitored around the clock with video cameras.



Sector: Public Transportation

Solution: Paper and e-ticketing

Client: Norwegian State Railway

Challenge: Launch interoperable e-ticketing and paper-based ticketing systems

Result: Reduced distribution costs

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.

The Bottom Line

To expand passenger self-service ticketing options and reduce operating costs, the Norwegian State Railway wanted an interoperable e-ticketing system and revenue collection and control system.

We deployed national, paper-based and contactless e-ticketing solutions that met the client's high requirements of quality, availability and reliability.



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