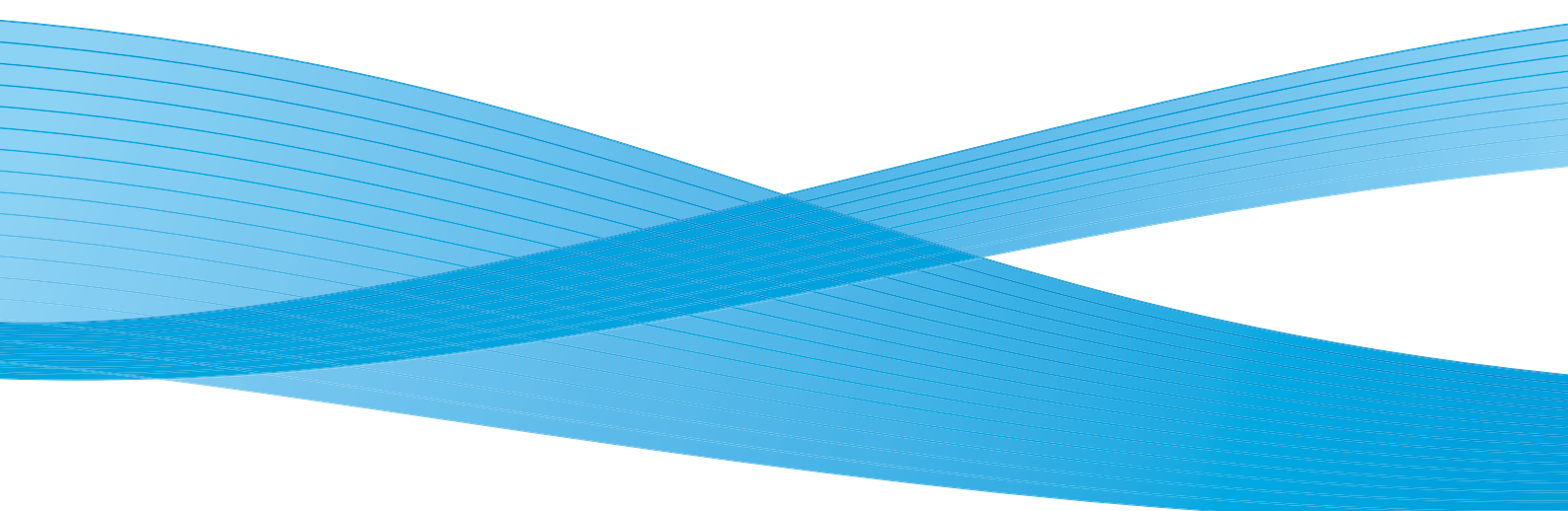


A Swiss railroad demanded reliability. Our machines run like clockwork.

Our touch-screen ticket vending units feature 98% availability – even after 12 years of service.



We delivered Switzerland's first-ever ticket vending machines featuring touch-screen technology.

The Challenge

The Swiss Federal Railways (SBB) moves nearly one million passengers per day on its 9,000 trains. For SBB customers, the efficiency and comfort of their journey begins before they board the train, because the company applies its high standards to ticketing. So when it was time to choose a partner to deploy customer-friendly ticket vending machines, SBB chose ACS.

The Solution

The "BATS" ticket vending machines we delivered to SBB were the first in Switzerland to feature touch-screen technology.

Perhaps the greatest strength of the BATS system is its extremely high availability – 98% on average. Superior equipment maintenance and outstanding module quality contribute to the high availability of the entire distribution system 365 days a year.

BATS has proven to be a very flexible and extendable sales platform. Even a dozen years after deployment, the machines are still modern, fast and popular among SBB customers. Thanks to ongoing adaptations to the newest technique, the BATS platform is still suitable for additional upgrades today.

All the devices can process credit and debit cards with chip, meeting the Swiss "ep2" standard. For the user, this means faster transaction times and greater acceptance of popular payment cards.

The Results

Since its introduction 12 years ago, the BATS fleet has become SBB's most important sales channel outside its counter system. More than half of all tickets are purchased at the touch-screen machines, and the number is rising. Moreover, 20% of revenue generated by the BATS machines comes from supplementary businesses, such as recharging of prepaid cards for mobile phones.

Key Statistics

- 1998: Launch of BATS in Switzerland
- 2000, 2003: Follow-up delivery of additional devices
- 2007: Introduction of new business application and S-POS user interface
- 2009: Introduction of the new ep2 EFT-POS terminals



Sector: Public Transportation

Solution: Reliable Ticketing System

Client: Swiss Federal Railways SBB AG

Challenge: Upgrade fleet of ticket vending machines

Result: The first touch-screen ticket vending machine in Switzerland

Contact Us

ACS Solutions Switzerland Ltd

Frankenstrasse 70
3018 Berne
Switzerland
Tel: +41 31 999 61 11
Fax: +41 31 999 61 21
E-mail: info@acs-inc.ch
www.acs-inc.ch

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

The Swiss Federal Railways (SBB) needed to deploy a fleet of customer-friendly ticket vending machines. Our BATS machines were the first in Switzerland to feature touch-screen technology. They delivered

98% availability, even after 12 years of service. More than half of all tickets are purchased at these machines, and the number is rising.



A **xerox**  Company