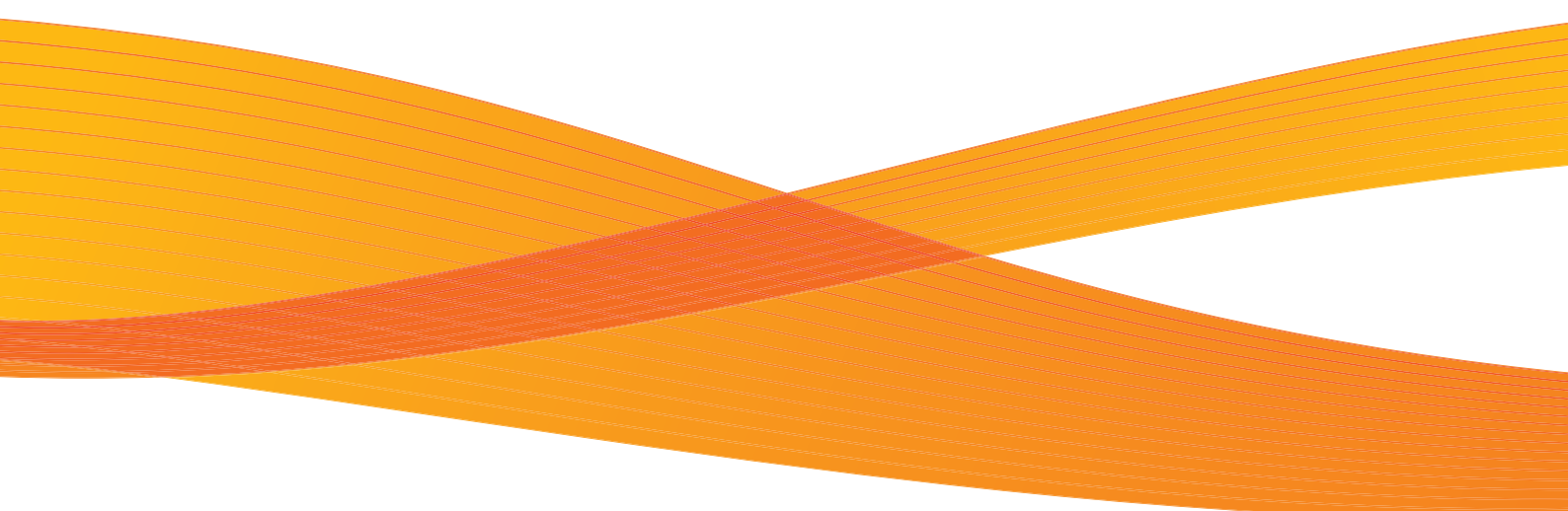


A Vienna transit operator needed to modernise. We did it three times.

Over eight years, we continually upgraded its touch-screen and push-button vending machines.



Wiener Linien maintains seamless control of all its ticket vending machine sales, system functions and upgrades.

The Challenge

With approximately 120 underground, bus and tram lines and 812 million passengers per year, Wiener Linien GmbH & Co KG is the leading provider of public commuter traffic in Vienna. The company is characterised by its high performance, optimal service, low prices, and commitment to social and environmental responsibility.

Given the above passenger volumes, efficient, user-friendly and safe procedures are indispensable prerequisites for trouble-free operation. So when it was time to upgrade its fleet of ticket vending machines, ACS was brought in.

The Solution

Over the course of eight years, Wiener Linien relied on us to:

- Supply 150 touch-screen ticket vending machines, to be managed by our Arcos Management System
- Modernise 150 push-button vending machines at less-frequented locations
- Deliver and install an additional 60 touch-screen machines at its underground stations
- Replace an entire generation of push-button vending machines with touch-screen machines.

The Bottom Line

Wiener Linien GmbH & Co KG, the leading provider of public commuter traffic in Vienna, needed to modernise its fleet of ticket vending machines. Over the ensuing eight years, we delivered continually

A constantly growing network of vending machines and the associated increasing demand for tickets require flexible solutions. We've always designed our ticketing systems for reliability, long service life and extensibility. And we've established a foundation for a long-term partnership and high level of customer satisfaction.

The uniform hardware and software platform of the machines is the basis for their efficient operation. And all processes are controlled via Arcos, our proven management system.

The Results

Thanks to consistent networking of our vending machines, Wiener Linien has seamless control of all functions and sales. Fault management has been significantly simplified, and downtimes have been minimised. New software can be imported easily. Updates are managed centrally via Arcos, and installed on the machines at pre-defined intervals, without requiring a technician at the vending machine.

Key Statistics

- 150 + 60 + 150 ticket vending machines
- Arcos Management System
- Integration of all ticket vending machines in the Arcos Management System
- Retrofit of 150 upgrade kits
- Data export interface to SAP

upgraded touch-screen and push-button vending machines, managed by our Arcos Management System. Wiener Linien maintains seamless control of all system functions, upgrades and ticket sales.



Sector: Public Transportation

Solution: Networked Ticketing System

Client: Wiener Linien GmbH & Co KG

Challenge: Sustainable, networked ticketing system

Result: A higher level of user-friendliness and increased sales

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About ACS

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