



MOBILITY AND INCREASED REVENUE



“This is a very innovative solution that allows us to better control fraud and, at the same time, gather accounting information and statistics on the use of services, thereby helping us in the making of critical decisions to improve processes’ efficiency. It also allows us to add on functions that can translate into better quality service”.

Miguel Antón, Commuter Information Systems Director, RENFE.

RENFE strives on a daily basis to offer quality services that integrate into the social environment. RENFE's commitment to a quality system can be translated into decisions based on clients' opinions and managers' ideas. This commitment was one of the main reasons for opting for a mobile solution from Atos Origin in order to optimize the ticket inspection process for Barcelona's commuter trains.



BUSINESS CHALLENGES

RENFE's objective as a public company dependent on the Ministry of Public Works is to exploit the National Integrated Train Network that transports both people as well as merchandise. Within its traveling activity, RENFE transports more than 480 million people per year, with a revenue of over 1,000 million Euros. Of this number, 440 million travelers use the commuter trains network, which is considered to be one of the most modern in Europe.

This business unit manages 11 centers: Asturias, Barcelona, Bilbao, Cadiz, Madrid, Malaga, Murcia, San Sebastián, Santander, Sevilla and Valencia. Barcelona's Commuter train center transports nearly 25% of the total number of travelers, representing an important source of revenue for this business unit.

Barcelona's Commuter center detected a problem of fraudulent ticket use by some travelers, who either travel without a ticket or use restricted tickets for travel within certain areas that are not included in that fare. RENFE entrusted Atos Origin with the design and implementation of a mobile system that would allow for ticket inspection and control, issue and payment of fines and wireless detailed information of the inspections to the central information systems.

This solution, initially designed for inspection and control, can extend its functions to:

- > Mobile sales and ticket issue
- > Real-time information transfer through GPRS technology
- > Maintenance inspection management of the stations through real-time incident communications
- > Use tracking technologies

SOLUTION

Atos Origin has designed an integral solution based on mobile terminals with the core in an HP iPAQ 5550 mobile device mounted on a Lancell Station that integrates different input and output peripherals (magnetic band scanner, thermal printer, card scanners with and without contact and ultraviolet light to identify fake tickets). The solution has an open design to incorporate new devices as well as new functions, and is based on a scalable architecture that allows it to be extended to other Commuter centers.

Communication between the terminals and the central systems is through Wi-Fi.

HP's iPAQ Pocket PC H5550 has been chosen, as it is the pocket computer with widest screen and highest resolution in the market. Its high throughput and capacity to integrate wireless communication enable information to be transmitted between terminals and Renfe's central information systems. While being compatible with the other project devices, its reduced size and weight make it an easy-to-carry tool, a most important asset of the project.

BENEFITS

Atos Origin's proven experience in design and system integration for the transportation sector and its solutions in the area of means of payment and mobility, make it a unique technological partner for this project.

The solution provided by Atos Origin allows the train company to reduce fraud through greater ticket control and more precise statistics on the use of its services, inspection and fraud. The benefits reaped result in higher revenue and the availability of better statistics and accounting that allow for more efficient control mechanisms to be established.

Atos Origin has received high recommendations in the area of train transportation; the most recent for the implementation of an advanced mobile ticket sales and real-time information system for the biggest train network of the United Kingdom. Atos Origin also collaborates with RENFE in different external projects such as the management of the Club Ave card and infrastructure maintenance management.



About Atos Origin

Atos Origin is an international information technology (IT) services company. Its business is turning client vision into results through the application of consulting, systems integration and managed operations. The company's annual revenues are more than EUR 5 billion and it employs 45,000 people in 50 countries. Atos Origin is the Worldwide Information Technology Partner for the Olympic Games and its clients include ABN AMRO, Akzo Nobel, Alstom, BNP Paribas, Ericsson, EDF, Euronext, Fiat, France Telecom, ING, KPN, Philips, Renault, Royal Bank of Scotland, Saudi Aramco, Schlumberger, Shell, Standard Chartered Bank, Telecom Italia, UK Department for Work and Pensions, Unilever, Vivendi Universal and Vodafone. For more information, please visit the company's web site at <http://www.atosorigin.com>. Atos Origin is quoted on the Paris Euronext Premier Marché and trades as Atos Origin, Atos Consulting, AtosEuronext and Atos Worldline.

About HP

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