

WL • Smart Ticketing

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Smart ticketing

Automatic Fare Collection

Integrated. Interoperable. Multimodal.



worldline
e-payment services

..... an atos company

“Worldline has delivered and assisted in creating the vision that we outlined for an urban transportation system. They have developed and operate the ticketing solution for our public transportation system that enhances the passengers experience as well as simplifying the transport operators activities and system administration tasks.

Worldline has shown through several years its commitment to our city, always bringing its support to joint initiatives with the aim to provide a better operational and technological infrastructure for our urban transportation system.”

Julio César Waisman

Ministry of Córdoba City Transport Services

Global capability

Worldline and the Atos Group's expertise in transport ticketing is truly global running payment systems for transport operators in a number of geographies including the UK, Germany, France, Spain, Poland and Latin America.

Understanding market challenges

Today, more than half of the world's population live in cities and surrounding areas – and they increasingly favour public transport as a way to get around.

For the public transport industry, this presents a welcome challenge, and a great opportunity. In short, we need to provide modern public transport systems that focus on customers' needs and are scalable to increasing demand. And the solution requires close collaboration between public and private sector experts.

For passengers...

Passengers' increasingly multimodal journeys need to be more seamless, interconnected and flexible. Not just in terms of overall experience, but also in terms of fully integrated ticketing and tariff systems, and by sharing real-time information among operators so customers can plan their journeys more effectively and fulfil or pay for them instantly, wherever and however they choose.

For regulators, transport authorities and operators...

Providing safe and seamless journeys for fast-growing urban populations is the overriding priority. But behind the all-important customer experience, there are multiple considerations, each necessary for logistic and economic viability:

- Integrating tariff and transport services
- Enhancing audit and control processes
- Sharing standardised information to support planning and systems management strategies for reduced operating costs to help finance incremental improvements
- Staying one step ahead of fare evasion and ticket fraud
- Cashless ticketing for multiple, complex routes

Worldline's approach...

Our proposition is based on a thorough understanding of three key components, and the complex interplay between them:

Content

Passengers demand real-time, accurate travel information, available through multiple channels, so they can plan multimodal journeys before they set off. This data should be available online and on the go, on personal hand-held devices and on operator panels.

Payment

Travellers look for choice, flexibility and speed when it comes to paying and fulfilling public transport fares – whether by pre-paid travel cards, mobile technology, or by card or cash at stations, or in-travel.

Access

People want the freedom to get from A to B using any mode of transport, at any time – locally, nationally or internationally – and have integrated, intermodal ticketing systems to support less fragmented, more seamless journeys. Ideally, they want to pay just once for a journey that requires several changes or modes of transport.

WL Smart Ticketing is designed specifically to tackle these challenges, and is central to Worldline's suite of intelligent transport systems and services:



Passenger focus

- Travel planning portals
- Ticket booking and acquisition portals
- Payment systems
- Passenger information systems



WL Smart Ticketing

- WL Smart Ticketing central system
- POS, validation devices, ATM, depot, gates, mobile devices
- User helpdesks
- Multichannel retailing, ticket issuing and selling systems



Operator focus

- Social media transport related services
- Big data analytics and cloud services
- Fleet management
- Systems operation (BPO, ITO)

WL Smart Ticketing

We created WL Smart Ticketing's components and modules specifically to address the common yet complex needs of public transportation systems – and the different factors at play:



Integration

Fleet management
Vehicle location information
Payment systems
e-Wallets
Passenger information
Social media



Validation

Depot systems
Validation devices
Inspector terminal



Central WL Smart Ticketing System

Central administration system
Retail hub management
Security host



Ticketing & payment systems

Paper tickets
Contactless smart cards
Mobile
Barcode - QR
ID Ticketing Schemes



Customer care suite

Passenger portal
Helpdesks
User group card customisation



Retailing

Sales channels
POS
Web portal
TVM
Ticket offices

Meeting passengers and operators' needs

WL Smart Ticketing provides 'end-to-end' ticketing with a powerful and fully configurable central system. With WL Smart Ticketing, we give you access to a ticketing standard that applies across all components of the system. It comprises a comprehensive set of features, characteristics and technologies that fulfill the full range of transport operator and passenger requirements.

Full integration

With WL Smart Ticketing, you can add a complete set of fare media, including paper ticketing, contactless smart cards and tokens – as well as different technological alternatives for mobile and ID based ticketing.

Supporting front-office capabilities

Retailing typically covers ticket-office POS solutions, ticket vending machines, and web and mobile virtual channels, among others.

Meeting existing standards while setting new ones

WL Smart Ticketing is also designed to meet a range of international standards, such as ENV 1545 and ISO 24-014. Plus, it can be customized to work with specific geographic standards such as Calypso, ITSO and VDV-KA.

Cross-compatible with complementary systems

Designed and created with the entire passenger experience in mind, WL Smart Ticketing works seamlessly with other Worldline components – including Fleet Management, Vehicle Location, Passenger Information, Social Media, e-Wallet and Payments – to provide a fully integrated connected travel suite for public transportation systems.

The benefits of Worldline integrated ticket solutions

- **Integrated business procedures** for ticketing and fund management
- **Centralised administration** of tariffs, clearing and ticket/card management
- **Daily settlement processes and payments** according to card transactions and journey statistics
- **Commercial speed improvements**
- **An integrated and multimodal ticketing system** that allows for seamless journeys, with common fare media for all transportation services
- **Transparent payment systems** and components
- **Easy-to-understand and use equipment** and field components that are 'system-agnostic' and allow use of different validators, POS, gates, etc., to find the most appropriate option
- **Starting point for implementing city card schemes** and micro payments solutions

Integration choice



Process automation to support planning and management



Better services and integrated ticketing systems

“ At Worldline, our transport heritage is deep-rooted, but we know yours success – and ours – depends on continuously monitoring and mapping the bigger picture so we can create passenger-facing services and bring the right innovations to market at the right time. ”



WL Smart Ticketing in action

The true value of technology is what it can achieve in real terms, and to what scale. Its success hinges on how its inherent simplicity can solve often-complex everyday problems, using data-rich insights.

WL Smart Ticketing's versatility and real-world focus is already proving itself in a wide range of locations and scenarios - many of them interconnected and mutually supportive.



Argentina

Córdoba // Mendoza // Salta //
Buenos Aires // Tucumán,
La Rioja // Mar del Plata

Chile

Santiago de Chile

Perú

Lima (urban train line called
"tran eléctrico línea 1")

Colombia

Cali (BRT called "mioCali")

El Salvador

El Salvador City



WL Smart Ticketing in numbers

18,000 validator devices
operational in one major
multimodal scheme

15 million contactless cards
transactions processed
each day in one major city

30 years providing
operation-critical services
and support for a major
transit authority

Billions of funds managed
across a huge geographical area

7 billion passenger journeys
handled through WL Smart Ticketing
every year

180,000 tariff combinations in one
major city, with **12 million cards** active

300 transport operators working
together using just one WL Smart
Ticketing solution

For further information
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