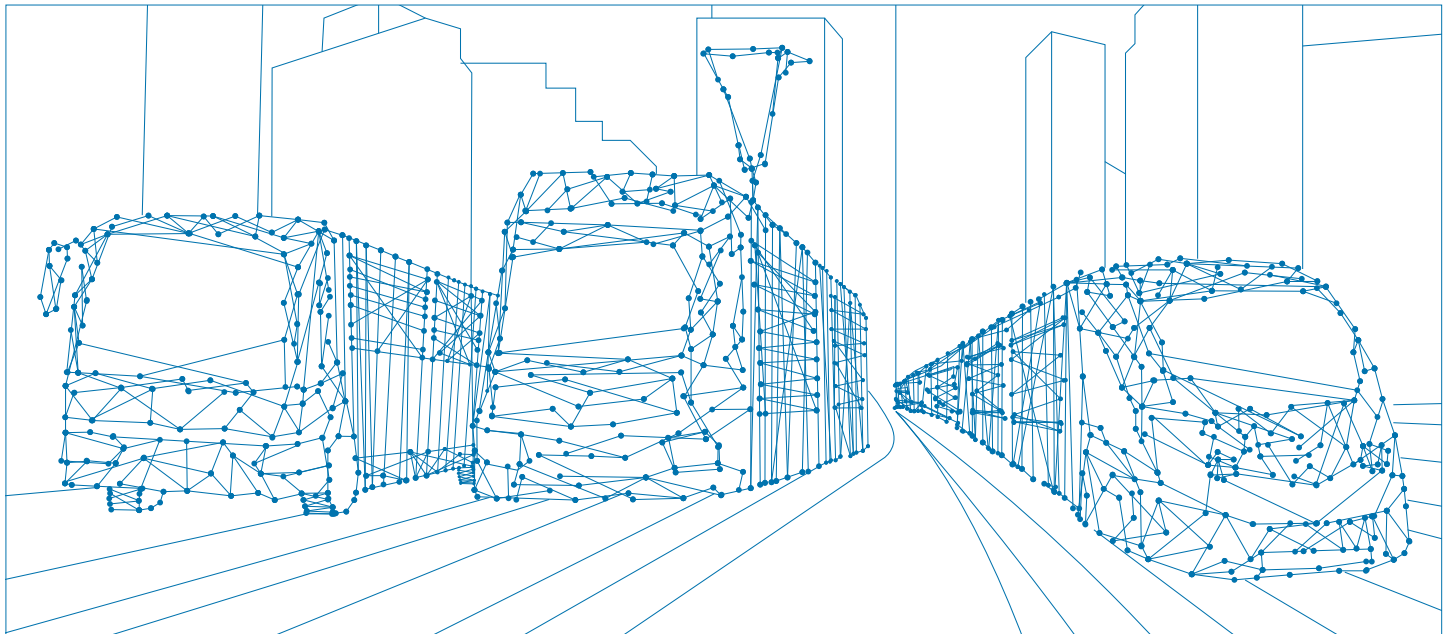


# competitive

## advantage at every connection

through Atos Connected Travel Management

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Modern multi-modal transport systems drive economic success and better quality of life.

**Urbanization is speeding up all round the world. By 2030 around 60% of the entire human race will be living in cities. And the world economy is globalizing fast. Cities are competing with each other for jobs and investment, while companies now have global supply chains as they source goods, services and components from countries around the globe.**

That places growing pressure on transportation networks. The growth of mega cities and corridors is fuelling rapid growth in demand, with an estimated 50% of all journeys soon likely to be using public transport, including massive use of multi-modal commuting via integrated transport systems. Expectations are also rising. Soon there will be 800 million smart devices in use round the world, and there is a growing hunger for real-time services. Smart mobility is becoming a way of life.

It's not all about business, either. Business travel and tourism continue to grow, bringing more and more people into the world's major cities. Most of us now see fast, efficient and safe travel not as a costly privilege but as a basic right.

Demand is now getting to the point where networks inside cities and connecting one city to another are struggling to cope, and that can be a serious problem for everyone. Road gridlock,

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**For an integrated transport system, every connection counts.**

crowded trains and buses, long lines at airports: these all spell economic trouble, personal frustration and damage to the environment, as well.

So what is to be done?

# From transport silos to integrated thinking

Transport issues cannot be solved in isolation. Investment in one area may be undermined by failings in others, and the connections between different forms of transport are all important.

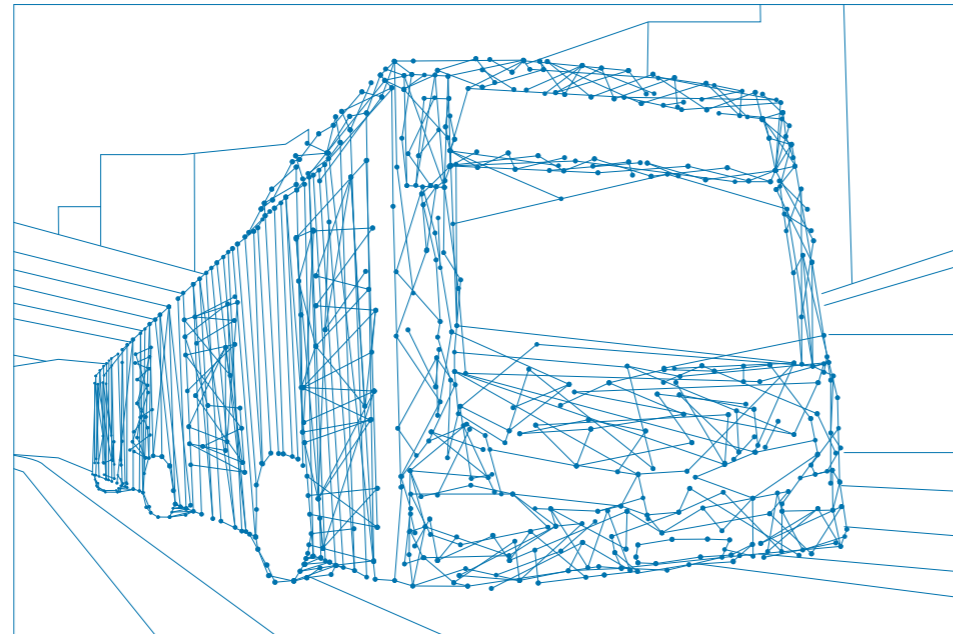
Better rail networks will not deliver maximum benefit unless bus performance is also improved. Better roads are of little use without more and better parking. Improvements to any form of transport will not help if connections are poor, while extra capacity has limited value if it is in the wrong place or provided at the wrong times.

Above all, passengers must always be at the centre of every strategy. Nothing will work unless passengers can plan and pay for their journeys quickly and efficiently, using accurate, real-time information. To build the efficient, high quality networks we all need in our increasingly crowded and busy cities, we need Connected Travel Management.

## The Atos Connected Vision

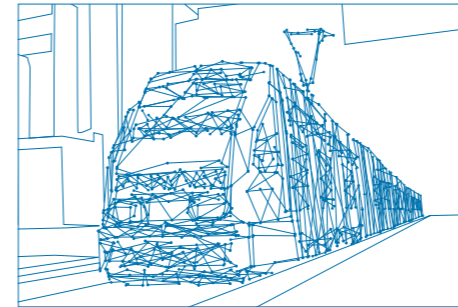
Atos builds on long experience and comprehensive client feedback to bring fresh thinking to travel management: an approach based on a truly integrated, connected vision. Everything we do designed to help rail and bus companies deliver a better passenger experience, bringing new levels of speed and simplicity to the travel experience, end to end. The Atos Holistic Travel Management approach:

- ▶ Enables fast, simple and reliable journey management, from advance planning to dynamic changes based on real-time information, while enabling easy access to places and activities of interest.
- ▶ Provides multiple ticketing options, combining convenience for the passenger with speed and cost-effectiveness for the providers
- ▶ Gives access to real-time, accurate and detailed information all the way through the journey
- ▶ Brings new levels of efficiency to all aspects of operational management, from route planning to crew rosters, and from procurement to managing smooth and seamless interconnections



**Atos delivers the right outcomes for all the key stakeholder groups: continuously improving passenger experience, enabling the strategic vision of city and regional governments, and better commercial outcomes for transport companies. That's the key to better performance at every connection.**

# End-to-end leadership



**Atos has a transport heritage with deep roots. And we don't just talk about travel management: we do it ourselves, creating our own passenger-facing services, such as Red Spotted Hanky in the UK, to bring innovation to market and build our knowledge.**

The Atos holistic transport approach includes capability, solutions and track record in three key areas.

## Journey management

Multi-channel systems that look across all forms of transport in an integrated way, enabling well-informed decisions, easy and convenient advance booking and continuous information updates for rail and bus travel right across the networks.

The **Atos Automated Fare Collection** solution (AFC) enables operators to bring greater speed and convenience to passengers by enabling a wide variety of payment methods, from coins to contactless cards and many other options, as well, and is fully integrated with vehicle location and fleet management systems. We have successfully implemented it across South America for bus operators, and we are now extending it to include metro and rail. In Santiago (Chile), Cordoba, Salta, Mendoza and Buenos Aires (Argentina) and Lima (Peru), passengers now have greater convenience and operators more speed and revenue security through the multiple payment options AFC offers.

**Transport Direct** is one of the world's most sophisticated online planning and booking systems, covering all forms of transport across the UK. Red Spotted Hanky was developed and is managed by Atos to provide access to discounted rail tickets. LICC provides accurate, up to date information for passengers at rail stations and Bus Line Passenger Information System ensures that the same level of information is also available to bus travellers.

## Ticketing & settlement

Comprehensive solutions for transport operators and transport authorities to manage retailing, fare administration, settlement and funds distribution. It offers convenient ways for passengers to buy their tickets and gain access to transport services, while ensuring accurate and efficient allocation of revenues to multiple operators in a complex commercial environment.

**LENNON** is the system that has brought new speed and efficiency to management of the complex rail environment in the UK. With a wide range of fare options, and journeys often requiring passengers to travel with several different operators, it is vital to collect and distribute revenues quickly and with complete accuracy. Lennon provides a complete automated settlement and reconciliation solution overnight, every night, and has delivered major revenue benefits to the UK's operating companies.

**Automatic Fare Collection** provides an integrated system for collecting and allocating revenues, from PoS systems, Validation devices, Smart Contactless Cards to back office administration. Avantix is the unique retail product suite for rail transport, covering all forms of journeys and payment methods. Shere delivers kiosk-based and self-service ticketing solutions and Lennon is the advanced revenue settlement system that reconciles and credits train operators in the UK overnight.

**Smart Mobility** helps to manage connectivity in order to give passengers the right service at the right place and time. Atos Smart Mobility does this by using contextual information: identifying where the passenger is and what they are doing at any given moment, and then making it possible to deliver enriched services that are exactly right for every specific situation. This enables transport operators and retailers to turn context into direct and sustainable business value, improving their relationship with passengers and managing operations more effectively.

## Operational management

Helping transport operators to manage their resources, people and end to end value chains with extra efficiency, speed and security. Covering both long and short term planning, our comprehensive IT solutions enable train operators to handle route planning, resource management, procurement, run-time calculations, traffic simulation, crew planning and management and other functionalities, as well. Operators are able to use dynamic control and decision systems to manage train movements, position monitoring, signalling management and maintenance management.

**ROMAN** brings extra speed and efficiency to the complex business of managing rail networks in a range of European countries. With pressure on capacity continuing to grow, operators need to ensure that they have the right trains in the right place at the right time, while managing their resources efficiently to ensure profitable operation. For both Austrian State Railways (ÖBB) and Belgian railways (SNCB), Roman has delivered measurable improvements both to passenger experience and operating profits. ROMAN is a highly sophisticated operational management solution, providing advanced and proven systems for handling everything from route planning and simulation to crew scheduling, collaborative planning and output of reports and other key documentation.

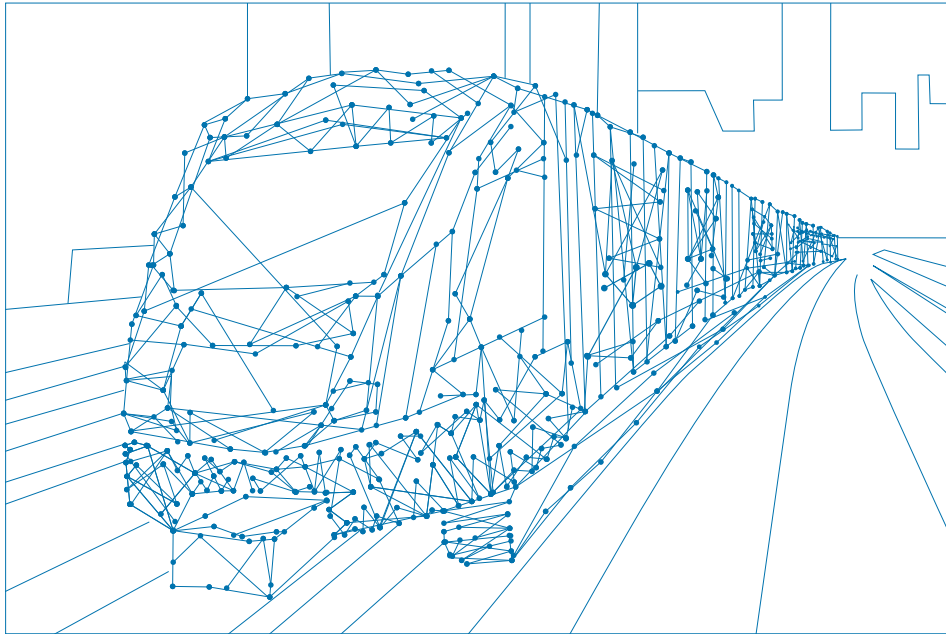
**Integrale** is the new Atos solution strategy for managing Rail Operation Solutions. It offers a more efficient way to bring existing offers together and integrate them within a single strategy. Existing solutions covered in this way include:

- ▶ **Genius**, for management and maintenance of rolling stock needed to deliver the planned train service.
- ▶ **P2** provides consolidated real time operational data using geographic and schematic maps
- ▶ **VoyagerPlan** covers rail operator requirements across all long and short-term planning processes, overlaying long-term plans with short-term variations, with full timetable editing and publication capability
- ▶ **Crewplan** provides a complete, modular business solution for crew management, with measurable performance improvements from initial base roster production to payroll settlement

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# Vision becomes reality

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**Cities across the world are now competing against each other, and high quality, reliable transport connections are key to influencing investment and purchasing decisions.**

In a world that is urbanizing fast and an economy that is now truly global, transport management is one of the vital enablers for economic success and quality of life.

**Red Spotted Hanky** is an advanced online system created and managed by Atos in the UK to sell discounted tickets across the rail network. Backed by its own passenger loyalty scheme, this enables operating companies to boost capacity where and when it is most needed, while offering unmissable bargains to the travelling public. It also gives Atos true insider status, as real players in the market.

People enjoy urban life and they also want to travel much more than in the past. Fast and efficient connections, inside and between cities makes a vital contribution to their quality of life.

In a complex economic environment, the travel options keep growing while the need for integration and seamless connections becomes more urgent.

The Atos Connected Travel Management strategy is built around passengers and keeps the travel experience at the heart of everything we do. It is informed by a deep understanding of commercial realities for transport companies and aims to make their businesses as efficient and profitable as possible.

Above all, it is rooted in an integrated vision for complex transport environments, keeping the traffic, goods and people flowing freely at every connection.

For more information, click here: [atos.net/AtEveryConnection](https://atos.net/AtEveryConnection)