



Reference Case Dutch National Railways, NS

On track for the future: Into a new era with ACS



What links Limburg in the south of the Netherlands with the province of Groningen in the north? Idyllic landscapes, cultural diversity – and the Dutch National Railways, Nederlandse Spoorwegen (NS). NS is responsible for around 90 percent of Holland's rail traffic, transports more than one million passengers a day across a network of 380 railway stations, and executes over 84 million transactions per year. NS is gearing its revenue collection largely to self-service ticketing and a ticketing system with ultra-modern touchscreen ticket vending machines from ACS, with the aim of enhancing passenger comfort and reducing selling and distribution costs.

Thanks to ease of use, transparent offerings, various payment options and a fast sales procedure, the ticket

vending machines of NS enjoy great popularity and confidence among passengers. In a move that underscores the company's progressive approach, NS decided to modernise and expand its machines so as to enhance customer satisfaction through an improved range of self-service ticketing services and at the same time reduce operating costs.

The largest Dutch transport operator was convinced that ACS would be the ideal partner for this ambitious project: In the early 1980s ACS¹ delivered ticket vending machines to NS, followed by 600 next-generation ticket vending machines in the early 1990s and another 615 machines in 2000. Thanks to know-how, the underlying technology and supe-

The milestones

- December 2004: Project start
- May 2005: Special development of 5 prototypes with coin handling and bank note reader (based on Expert 900)
- Oct. 2005 – Jan. 2006: Construction and delivery of 450 ticket vending machines
- July 2006: Follow-up order for another 30 ticket vending machines

The success factors

- Adherence to a tight time schedule
- Delivery of high quantities within short time and in the specified quality
- High-end specifications in terms of product quality, technical availability and protection against vandalism and break-in
- High ease of use, suitable for e-ticketing
- Attractive, customised design

Customer's benefits

- Ease of access to public transport for passengers
- Reduction of selling and distribution costs
- Integration of 615 ticket vending machines in the national e-ticketing system
- Positive recognition prevents vandalism
- High quality projects the positive image and values of NS





rior quality as well as the excellent working relationship, NS knew it could always rely on ACS machines to meet their highly demanding requirements.

High reliability and security

ACS delivered several hundred ultra-modern touchscreen ticket vending machines to NS within four months. A highly satisfied Leo van den Bogart, NS Project Manager, comments: “The ticket vending machines from ACS are outstanding in terms of reliability, protection against vandalism, and attractive design.”

“ACS has consistently met our specific needs.”

In addition to integration in the national e-ticketing system and exacting design specifications, NS insisted on maximum protection against vandalism and break-in, high-level ease of use and reliability. With this in mind, ACS developed

specialised prototypes based on the Expert 900. Back in 2000 ACS developed an explosion-resistant output tray in conjunction with NS,

“Our confidence in ACS rests on many years of cooperation.”

even conducting explosive tests to guarantee the safety and reliability of this solution. “The ticket vending machines of ACS are very popular with our passengers and vandalism has been reduced,” comments Leo van den Bogart. “We are highly satisfied and have since purchased another 30 machines.”

High-level comfort

Now passengers enjoy not only the benefits of user-friendly touchscreen technology, but also an improved and expanded range of options: In addition to coins, electronic purses, value cards and domestic credit and debit cards, the machines now accept Maestro/EC cards thanks to Interpay certification. Future interna-

tional safety standard requirements for cashless payment are already catered for. Tickets for national and international destinations can be bought, and the machines dispense paper tickets as well as contactless smart cards, which can also be validated and topped up.

“We are highly satisfied with ACS and have since purchased another 30 machines.”



The customer

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¹ At the time, still Autelca AG. Deliveries in the early 1990s and in 2000 were handled by Ascom Autelca.