

## CASE STUDY

# MÁV Hungarian Railways

**Application:** *On-Train Ticketing & Services*

**Market Sector:** *Public Transport*

**Country:** *Hungary*

### The Client

MÁV Hungarian Railways is the country's largest rail operator. They have around sixty thousand employees and provide transport for 150 million passengers every year.

### The Requirement

MÁV management recognised the need to introduce a fast and efficient method for issuing tickets. Their passengers could purchase tickets at railway stations, but most smaller stations shut early and many were being closed down as part of planned rationalisation. Travellers were also able to purchase tickets during their journey. However, conductors had to write the tickets by hand and the process was slow and inefficient.

Some passengers travelled without a ticket and frequently they completed their journey before the conductor was able to reach them. As a result MÁV was experiencing a serious loss of revenue.

Another important consideration was the opportunity to provide passengers with improved services including the immediate availability of reliable travel information.

The decision was made to equip MÁV train conductors with Psion Workabout hand held computers. This enables them to issue tickets on the spot via a mobile printer, collect any excess fares and provide travellers with timetable and journey information.

### The Solution

At the end of each day, the conductor places the Workabout in a docking station which uploads details of the day's transactions to the central computer system and recharges the batteries. Details of periodic timetable and fare changes are downloaded to the Workabout the night before they come into effect.

The Workabout was selected because of its light weight, clear display and tough construction. Also of importance was the competitive price and the fact that Psion hand held computers were already being successfully used by other transportation companies

(including a Hungarian coach operator who had purchased one thousand Psion Organisers).

Software to meet MÁV's specific requirements was developed by INFO\*SYS Kft, a Hungarian value-added reseller for Psion products.



**The Benefits**

Csaba Szilvási, MÁV Director of Passenger Transport, explains the key benefit: "The significance of the new system is that tickets can be produced quickly and simply so that busy conductors can easily service more customers."

### The Future

Another important benefit is the availability of additional statistics on passenger traffic. This will assist MÁV management in the drive to provide improved services to their customers.

MÁV is considering a number of future enhancements to the system. These include the introduction of a magnetic card reader, integrated with the ticket printer, so passengers can pay by credit card. They anticipate a requirement for around two thousand units as they refine the services they provide to their customers.

### Summary

The introduction of hand held computers will provide passengers with greater flexibility when purchasing their tickets. The light weight of the Workabout and its user friendly software will enable the train conductors to work more quickly and efficiently. MÁV expects to benefit from a significant increase in fare revenues.

