



PT[®]nova

Background Sales System for Public Transport

Public transport providers make two important demands on their sales: efficiency and a focus on the customer and the market. PTnova does justice to both requirements. Designed as a central background system, PTnova supports all business sales processes and is integrated directly into SAP as an industry-specific add-on. PTnova maps all distribution channels, provides a customized CRM and complaint management system and automatically transfers all sales data to financial accounting in compressed form. No separate interface is required owing to its complete integration into the SAP ERP system.

PTnova has multi-client functionality and can be used by multiple independent companies and cooperatives within one installation. The open system architecture facilitates easy integration of future standards and developments.

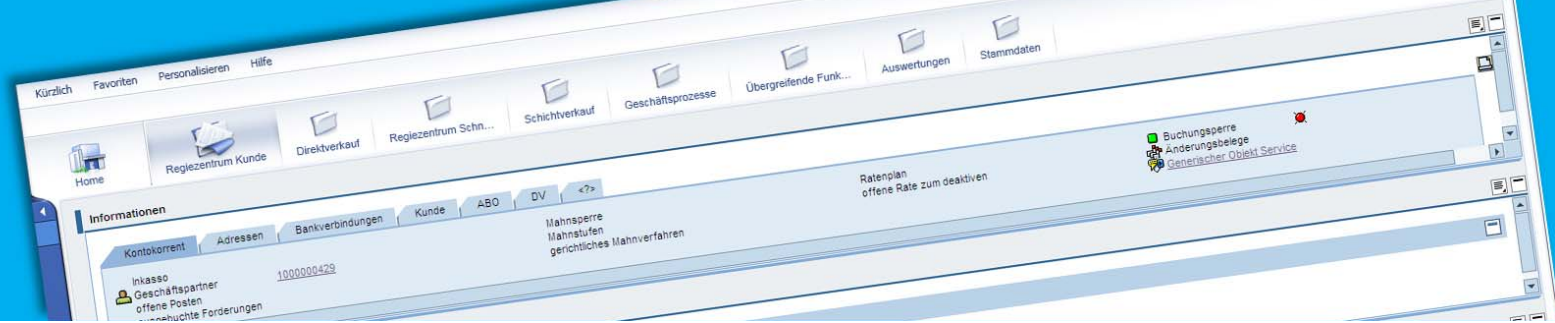
PTnova for customer-oriented and high-performance sales!

Core areas:

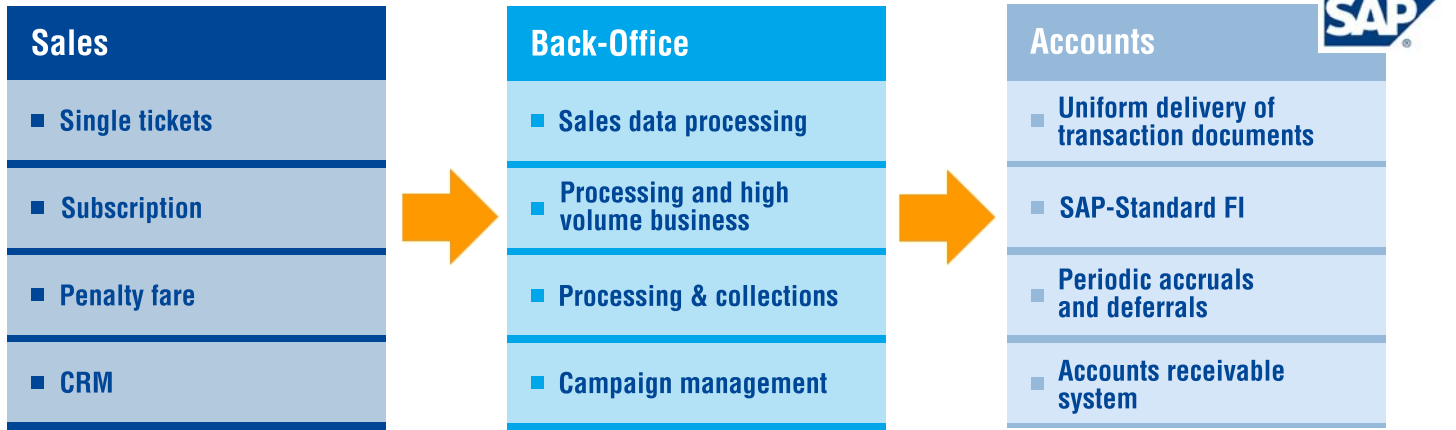
- /// **Subscription (students, companies, private)**
- /// **Direct sales (connection to vending machines, ticket printers, cash registers, etc.)**
- /// **Offence prosecution (penalty fare)**
- /// **EFM / ((eTicket**
- /// **CRM & complaints management**
- /// **Customer E-Service**
- /// **Tariff management**

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SAP add-on to control all sales processes



Standardized communications infrastructure

The standard interface supported by leading device manufacturers allows the parallel connection of heterogeneous sales infrastructure - even from different manufacturers. This guarantees high long-term flexibility in procurement. The management of infrastructure, up to and including the monitoring of devices, is carried out in the central interface management center.

E-Ticket system

PTnova supports the specific EFM business processes and product types, taking the German e-ticket standard of the VDV core application into account. Features such as smart cards and device management, coordinated data exchange and document evaluations are supplemented by web-enabled user interfaces, information security and document tracking.

Central client management center

PTnova supports a variety of processes for each sales task to ensure the processing of day-to-day transactions. All client information is readily available in the central management center, and processes (creation, exchange, cancellation, penalty fare, etc.) can be activated directly. In addition, customer complaints are processed here.

Integrated total solution:

- Electronic Fare Management (EFM) / ((eTicket
- Mapping, maintenance and combination of various tariff structures
- CRM & complaints management
- Materials management
- Seat reservation
- Customer E-Service
- POS system function
- Tariff server function
- Scalable for individual companies, associations and regions
- Flexible network messages
- Comfortable report generator
- Audit-proof document flow concept
- Central client management center
- Central interface management center
- Standard interface with legacy systems

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