



PT[®]NOVA – E-TICKETING UNLIMITEDLY ADAPTABLE

...when E-Ticketing needs a system. The challenge to offer a complete E-Ticketing solution on the basis of the German VDV Core Application, which embodies the three core components (background system, device infrastructure and front end) and delivers E-Ticketing processes covering the registration, verification and accounting.

Just a few years ago, E-Ticketing was considered to be a vision in Germany. Today, relevant standards such as the VDV core application have meanwhile been drawn up and are only waiting to be put into practice. So why is this process progressing so slowly and only step by step?

An interoperable E-Ticketing project has to meet many different requirements. On the one hand, interoperable use of the E-Ticketing user medium – the chip card, for instance – is only possible through technical standardization while the interregional exchange of information can only be achieved through logical standardization. On the other hand, the primary investment is costly and calls for long-lived standards. The essential point, though, is that one enterprise cannot introduce interoperable E-Ticketing on its own because interoperability requires the interregional cooperation of a number of transport companies. Therefore, true to the saying that the way is the goal, organizational circumstances and control of the complexity are inducing integrated transport networks in Germany to form regional E-Ticketing projects on the basis of the VDV core application.

But even in the case of regional projects, interoperability has to be mapped in the area covered by an integrated transport network. However, interoperability in this sense means that all transport companies are linked physically and logically to the eTicket system. This calls for IT communication on the basis of standardized Web services, the provision of a central communication platform, such as an enterprise service bus, the provision of a cen-

tral blacklist system, and the organizational and book-keeping definition of account settling to cover the sale of tickets to "external" contract customers.

The challenges facing a software supplier now consist in mapping the complex relationships in one E-Ticketing system, being technologically up-to-date at all times and making the system easy to manage and attractive. Not to be ignored are also the requirements that relate to Web-enabled user interfaces, information security and verifiability of receipts.

The German HanseCom GmbH company, a subsidiary of Siemens, has developed such a software on the basis of the back-end sales system Public Transport (PT[®]) – a system that has established itself on the market in the past ten years – and has placed it successfully with its customers. The SAP-based software is offered both as a product license and also as a computer center operating service and supports the German VDV core application standard for E-Ticketing. This software is scalable enough to assume all the tasks from a single company within an interoperable and integrated transport network to a regional system. Participants can be mapped in separate SAP clients and in just one SAP client without losing their accounting independence. The system maps all customary sales processes and is based on a service-oriented architecture. Thus it is possible to do justice to future standards because the functionality acts completely separately from the user interface. The functions that are provided can easily be generated as a Web service on the basis of the SAP NetWeaver environment.

Together with its partners Systemtechnik GmbH and EOS Upgrade, HanseCom supplies a complete eTicket solution offering not only a central account settlement system, secondary accounting, material management and CRM, but also Web-based shop solutions and hardware for checking, writing and reading chip cards.

The aim of the solution is not only to make financeable E-Ticketing available in companies and regions, but also to ensure standardized communication between companies, integrated transport networks and regions. In this case, the size of the participating company does not matter at all.

With more than 20 customers in the German-speaking region, HanseCom GmbH is looking forward to the rapid proliferation of the VDV core application standard and is actively supporting its further development ●



CONTACT:

Head Sales Public Transport, Uwe Marell,
uwe.marell@hansecom.com