

Real-time Passenger Onboarding on a Mobile App

Controls passenger records, handles last-minute bookings and upgrades, delivering a quality service to every passenger

Client: A specialist rail company that delivers passenger rail technology solutions which connect railways with the rest of the travel marketplace

Industry: Travel

Project Type: Full-cycle application development, from design to delivery



Overview

1 Challenge:

As part of an onboard operational management and passenger service, train managers have to be able to handle last-minute bookings, control passenger documents (tickets, ID verification and seat assignments), and understand the current status of bookings in order to deliver a quality service to each and every passenger.

Unfortunately, managing day-to-day operations via paper documents was very time-consuming and prone to error, leading to booking clashes and inaccurate passenger records.

2 Solution:

To ease onboard operations, Luxoft developed a mobile application that helps railway staff manage passenger documents digitally, and in real time.

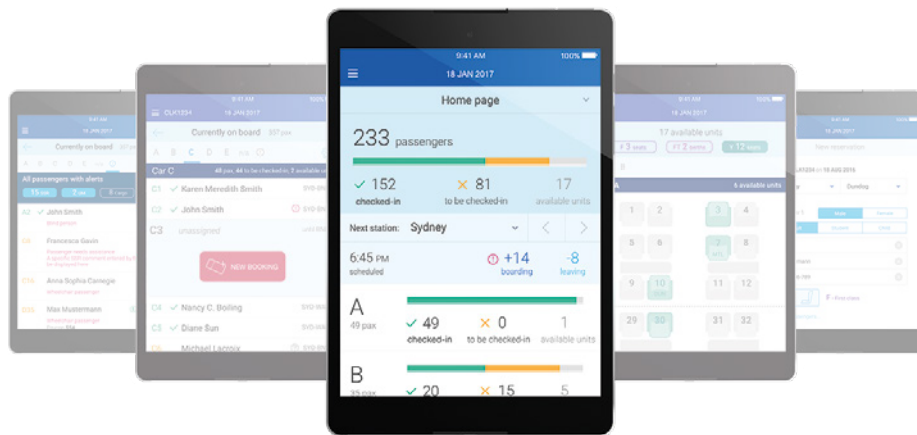
Built on the client's API framework, the onboard app connects simply to any back-end system so rail operators can easily integrate it with their rail IT systems. The application can also be operated in offline mode, allowing data to automatically synchronize when the app is back online, hence removing the hassle of having to work around unstable internet connections.

3 Outcome:

Luxoft created a scalable solution that enabled:

- Workforce cost reductions
- Increased revenue streams due to immediate handling and the possibility of last-minute upgrades, together with real-time booking confirmation
- Enhanced customer satisfaction and user experience
- Better customer service and visibility of current bookings

Solution Dashboard



Challenge

Digital onboard operations

Our client specializes in providing technological solutions for railways and travel agencies. Connecting the collaborators, they create new revenue streams and optimize processes to modernize businesses. The company was looking for a way to help its customer (a major rail company in Australia) transfer passenger-handling duties to train managers, and to streamline the process. In due course, they hoped to increase customer satisfaction while, at the same time, dealing with a diverse and complicated workflow. This included controlling passenger records, handling last-minute bookings, and delivering timely service to each and every passenger on board.

Train managers were using outdated and cumbersome paper documents to track passengers, collect feedback, report departure and arrival times, and determine the overall schedule for each day. It was a tedious process. When the papers weren't missing, they were inaccurate and unmanageable. And they couldn't provide on-demand services to passengers.

Solution


Improving the user experience, automatically

Luxoft's skilled engineering team was a perfect fit for this industry-specific challenge. With Luxoft's delivery model focused around agile and scrum methodologies, the team was able to deliver this solution in three-week sprints.

The team created a comprehensive iOS- and Android-compatible mobile app, which helped train managers provide a full range of passenger services, en route. The Onboard App offers crucial, integrated railway service options, such as:

- **Booking and ticketing:** train managers can now book passenger tickets and seats while on board
- **Seat management:** managers have access to an interactive, real-time seating diagram, which allows the changing and assigning of seats on the fly
- **Route change information:** train managers can change ticket routes on the spot for passengers
- **Ticket upgrades:** upgrading passenger tickets to a higher class of service, subject to availability

The onboard Wi-Fi service drops out frequently in the region where the Australian rail company operates (lots of tunnels). However, the application can be operated offline and then, when the signal reappears, the app synchronizes automatically, solving the problem of unstable internet connections.



"Competition is challenging railways to improve their quality of service, from the booking experience to the onboard experience. Our technology empowers rail operators to modernize and become digital. We have greatly improved the onboard staff's day-to-day work for one of our Australian customers."

Luxoft Client

Result

Easy to use. Easy to integrate.

Built on the client's API framework, the Onboard App connects to any back-end system, without fuss, so operators can easily integrate it with their rail IT systems. With the app up and running, the company has many opportunities to upscale for future prospects. The app promotes seamless booking, ticketing, check-in, seat management, route change information, and ticket upgrades, all in one place on the user's personal mobile device.

The app helps:

- Reduce workforce costs, after passing duties from ground-handling staff to train managers
- Increase revenue streams due to the immediate handling of last-minute sales, and also the upgrade onboard option
- Improve customer service and satisfaction by enabling both reactive and proactive Special Service Requests (SSRs). Managers can now communicate effectively with their customers, assisting on-request and, sometimes, even before customers realize they need anything, e.g. providing a suitable seating arrangement for a large family
- Enabling SSRs in the app also supports passengers who have special needs, helping with wheelchairs and so on

Ready to create a rewarding customer experience?

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