

## Gerhard Weissinger

OeBB Personenverkehr AG / Austrian Federal Railways Passenger  
Transport, Wien/Vienna, A



### Speaker Qualification

Gerhard Weissinger has several years of experience in the consulting business with a main focus in IT-strategy, organisation and project management.

Since 2006 he has been working for the OeBB as a project manager.

He is responsible for the project NVS which aims to replace the current core application of the passenger division of the OeBB. This system is used by more than 1 million customers and handles more than 30 million sales transactions per year over 15 different sales channels.

## Optimizing sales and sales related information

### Abstract

Customers of public transport face a very complex system of tariffs of different operators. This is valid for most European countries.

Usually there is no common interface for access to products of different operators.

The project "NVS" (= Neues Vertriebssystem / New Distribution System) of OeBB (Austrian Federal Railways) aims to bridge the gap between customer expectations and the complex system.

The system utilizes the 'Product Definition System' (PDS) where products can fully dynamically be defined and maintained and offered.

The 'Best Price Engine' of NVS extracts and combines products of OeBB, the network of national and urban transport companies, as well as products of international railway companies.

In doing so, it enables customers to shop end2end tickets in one step, despite restrictions of tariff regulations (i.e. no Internet sales for regional tickets).

In NVS, the latter are addressed by the 'Central Output Management', enabling customers to change sales channels in different stages of the sales process.

With this, customers can purchase tickets online and print them on a ticket machine which satisfies the tariff restrictions.

Another aim of NVS is to reduce paper based ticketing by offering various output methods like printing at home and the use of text messages and NFC, both wireless and card based.