



BUSINESS CASE



Smart Cities & Mobility

Integrated Self-Service Terminal Solution for Ticketing Modernization Colombia

Implemented in: Colombia

Challenge:

Implement a new generation of ticket vending machines (TVM) integrated with the Civic system, ensuring autonomous operation, high availability, and centralized management, with infrastructure aligned to the ticketing model.

Solution:

- Implementation of equipment integrated with existing systems, with corresponding software and licenses.
- On-premise infrastructure with included installation, support, monitoring, and training services.
- Phased deployment with maintenance and component replacement included.

Benefits:

■ Reduction of queues and greater user autonomy.

■ Integration with the Civic ticketing platform.

■ High availability with 24/7 technical support.

■ Scalable design with a modular deployment schedule.

■ Secure operation with performance indicators and service level agreements (SLA).

Tags: Self-Service; Public Transport; User Experience; Urban Mobility.