

## Rail

Through our expert knowledge, experience and commercial relationships, we help our customers manage their rail spend more effectively.

Handling over 1.6 million rail bookings each year on behalf of our customers and managing over 15% of the UK's markets' business rail spend, we're one of the UK's leading providers of rail booking and ticketing solutions.

We apply our expertise, market leverage and technology to implement effective solutions to drive compliance and reduce an organisations rail costs. We maximise this value from sourcing, system set up, on trip benefits and our post trip data reviews.

### Sourcing and set up

#### Simplicity, focus and innovation

Our rail booking platform within our suite of online technology focuses on user experience and as a result, achieves adoption levels of 90%+.

Our booking platform offers a full range of fares (more than 320 million fare and journey combinations across all Train Operating Companies) and ensures that visibility, live ticket availability and lowest price guarantee is achieved.

### Knowledge and experience

We have applied our expertise and knowledge to our rail booking system to create effective rail fare buying controls to meet the desired outcome for our travellers.

One such feature is the ability to pre-populate the lowest fares, which is proven to be highly effective in encouraging behavioural change.

### Programme optimisation

Our expert teams apply their knowledge to identify possible fare-route agreements, allowing them to acquire discounts or soft

value-added benefits to the ticket purchase.

### Season tickets

Season ticket management is a key feature of our rail service. We deliver low cost management of this resource heavy process, which organisations often handle internally. This offering benefits the more frequent traveller. HR/employee season ticket booking service aids HMRC compliance and contributes to greater employee satisfaction and retention rates.

Employees can sign-up via their own payroll/salary schemes to benefit from increased savings. Equally, the business season ticket saves organisations money by providing regular travellers unlimited rail travel between two stations over a specific period.

### Powerful booking technology

Our online rail booking system delivers powerful features that only a specialist like us, would focus on:

- Our experts engage and work closely with the train operators to secure Traveller first programme benefits, such as discounted car parking, free hot beverages, lounge access and free online WiFi within the rail fare. These are then pushed to travellers via our Smart communications on the day of travel so they are live and relevant.

### Facts/Features

- One of the UK's leading providers of rail booking and ticketing solutions.
  - HR/employee and business season ticket schemes.
  - Support available 24/7, 365 days of the year.
  - Automated refunds and exchanges.
  - Intuitive online booking tools.
  - 90%+ online adoption levels.
  - Detailed, specialist, high quality MI.
  - Value added benefits for the traveller, such as upgrades, complimentary WiFi, parking and beverage discounts.
  - Traveller tracking and duty of care.
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- The focus on traveller value also extends to our on travel services, such as sending messages to inform of any train delays and which platform their train will depart from to avoid the rush.
  - Given the complexity of rail fares and the options available, we deliver that extra safety net and comfort that the lowest fares are being accessed with our Specialist rail fares checker. Our checker focuses on both special and split ticketing fares from booking to departure.

### Post-travel technology and services

Our online rail booking system offers flexible ticketing solutions from Ticket on Departure

(TOD) and self-print mobile ticketing, as well as tracking uncollected tickets to ensure refunds are processed and credited.

Our specialist teams also developed the automated rail online exchange - which in the event of cancellations being non-refundable, Advanced tickets (high value) are reallocated.

In the era of increased Government focus on train timetable performance, a new service technology is currently under pilot to communicate possible compensation for qualifying journeys that have suffered a delay or been cancelled.

This falls under our specialist Rail delay and repay compensation service, which sends an automatic notification if compensation is probable. The traveller is then able to validate the information as being correct, initiating the centralised claim, within our reconciling. All compensations are paid centrally on behalf of the organisation.

## Benefits

- Adding relevant and recognisable value to the rail fare prices.
- Through our commercial relationships and online rail booking system, we can ensure that the best fares are present and prioritised.
- Ensuring budgets stretch further with better fare tracking, automated cancellation, uncollected ticket reclaims and compensation schemes.

 0330 390 0340

 [travelevents@capita.co.uk](mailto:travelevents@capita.co.uk)

 [capitatravelevents.co.uk](http://capitatravelevents.co.uk)

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