



Company : IDTGV

Business sector : Public Transport

Software : *MEDIACONTACT*

Use : 240 EDA's (Enterprise Digital Assistant)

Profile

iDTGV is a subsidiary of SNCF (the French National Railway) and provides an online ticket reservation service. The iDTGV concept allows passengers to select a theme for their trip according to their mood and desires. iDTGV also offers other high-quality, affordably-priced services such as dining, DVD or game console rental, magazines and Internet access.

Requirement

After opening new destinations and increasing ticket sales, iDTGV provided its supervisors and station agents with EDA's (Entreprise Digital Assistant, modeled after PDA's). Always looking for ways to add value to the services it provides to customers, iDTGV decided to increase the performance of these EDA's and selected *MediaContact* to manage and provide daily updates to its mobile fleet.

Solution

"iDTGV's large growth in activity lead us to integrate a professional remote maintenance and administration solution to manage our EDA's. After studying the tools

available on the market, we selected MediaContact Entreprise, which met our specific needs with very pertinent solutions", explained Frédéric Chofardet, Production Director of the iDTGV Information Services Department.

Currently equipped with barcode scanners, the iDTGV EDA's allowed supervisors and station agents to improve passenger experience, particularly in:

- controlling online sales for example DVD rentals...
- consulting train routes
- seat allocation
- providing correspondence data
- controlling online ticket sales in the same way as DVD rentals

Reported benefits

MediaContact software goes even further, performing:

- updates each night of train composition, seat validity, and train cartography
- real-time mobile fleet management
- software maintenance

« Ever since we implemented MediaContact, it has met our needs. It has brought the flexibility and the reactivity required to maintain a fleet of EDA's dispersed throughout the country. The quality of service that we can now provide to iDTGV supervisors and station agents in turn allows them to better serve our clients. »



Antoine Fontanel
iDTGV Information Systems and Distribution Director

