



# Next-generation reservation system for a government owned railway operator in Australia

## CASE SUMMARY

When an Australia-based rail operator wanted to improve service delivery and passenger experience with its rail reservation system, it turned to Sonata Software. In Rezopia, the client found an end-to-end rail reservation, operation, and distribution management system that ensured 99.99% uptime and freedom from maintaining and hosting a solution.

Product Engineering  
Enterprise IT Services  
Technology Infrastructure



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**DEPTH MAKES A DIFFERENCE**

## ABOUT THE CLIENT

Our client's story begins over a century ago in 1865, when it began providing railway services in a prominent Australian state. The client operates suburban and long-distance passenger services. It now serves 3 million passengers annually with over 10,000 employees. The 8,000 kilometers of track that the client owns and maintains enables it to generate over \$2 billion in revenue annually.

## BUSINESS CHALLENGE

- Outdated rail passenger reservation system
- Client server application has limited features
- Upgradation costs too high and time consuming
- Lack of user friendliness for day-to-day operations
- Reliance on manual processes for ancillary product sales

## SONATA'S SOLUTION

- Rezoia Rail Platform is a next generation rail reservation system capable of addressing all our client's needs, and more.
- Cloud-based platform was able to fulfil a lengthy wish list, ranging from end to end travel reservations, contracts, operations and distribution management.
- Multi-channel booking engine consolidated bookings and generated passenger manifest reports. Users were now able to book not only a train seat with a dynamic shopping cart, but also ancillaries like hotel rooms, transfers and activities.
- In addition, the Rezoia platform was integrated with SAP to send financial data of bookings via XML. AN eNet integration ensured suppliers were automatically paid on their due dates.

## BUSINESS BENEFITS

- Increased business capability with web based application and efficient process for ancillary products sales.
- Train bookings for seats and berths are available on consumer site.
- Effective handling of disruptions scenarios caused by natural disasters, track repair work, station interruptions
- Enabled business with platform that supports a uniform experience to customer for pairing train with products like hotel, tours etc.
- Scalable system implemented, which can scale up to 6,000 bookings per day
- Omni channel booking experience across various distribution channels and devices
- Ability to sell on-the-go meals, flexibility to accommodate various design changes to carriages



## ABOUT SONATA SOFTWARE

Sonata Software is a global IT solutions firm focused on catalyzing business transformation initiatives of its clients through deep domain knowledge, technology expertise and customer commitment. The company delivers innovative solutions for Travel, Retail & Distribution and Software Product companies through IP based Platforms, Products and Services. Sonata's solutions bring together new digital technologies such as Omni-Channel commerce, Mobility, Analytics, Cloud and ERP, to drive enhanced customer engagement, operations efficiency and return on IT investments. A trusted long-term service provider to Fortune 500 companies across both the software product development and enterprise business segments, Sonata seeks to add differentiated value to leadership who want to make an impact on their businesses, with IT.



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