



Brussels chooses Vix Technology to deliver future-proof transit ticketing back office

EMEA, 17 May 2016

Vix Technology, a global leader in smart ticketing and payment technology solutions, has been selected by Brussels transport authority STIB (Société des Transports Intercommunaux de Bruxelles) to implement a new transit ticketing back office system, integrating multiple bus, tram and rail operators and operating systems into a single core platform.

Underpinning transport networks across the city which serve more than 1 million passengers a day, the platform's open architecture will enable the city to retain its existing investments such as fare collection equipment. Also, utilising the existing Mobib smartcard network already in place, travellers will benefit from significantly improved ticket validation and purchasing speeds.

Following a successful proof of concept trial delivered in Besancon, France, Vix Technology was selected to build and deliver a new back-office system (due for deployment in summer 2018) as part of a 10-year contract. Migrating from multiple systems into a single, connected solution, the delivery will be supported by specialist software teams across EMEA, with continued development and maintenance thereafter based in Besancon and Brussels respectively.

Accompanying the back office system, further development will see a new data warehouse deployed to provide a much greater level of transparency across the network. This will enable operational teams at STIB to monitor and analyse real-time network information, utilising data mining techniques to improve decision making and improve services across the city.

"This project is the cornerstone for the wider modernisation plans for STIB", said Pierre-André Rulmont, VP Information Systems, STIB. "Vix's detailed migration and future development plans were key to their selection. The scalability of the platform has the potential to easily integrate next-generation technologies to better benefit our customers, such as supporting account-based payments. This implementation will ensure we have a secure, reliable validation and payments management system to serve the city for years to come."

Aaron Ross, Managing Director of Vix Technology, highlighted the success of the project so far has been largely due to the close operating partnership between Vix Technology and STIB.

"Throughout the concept phase and the development to date, our teams have been building the new system in partnership, ensuring existing infrastructure investment is optimised, whilst providing a seamless transition between the old and new system.

“The open and modular nature of the Vix back office will enable STIB to deploy new transit ticketing technologies as required. This includes mobile ticketing, contactless EMV payments and account based ticketing.”

[For further information please fill out the contact form on our website.](#)

NOTES TO EDITORS

About Vix Technology:

Vix Technology is a leader in smart booking, ticketing, payments, real-time information and data management solutions for large-scale transport networks working with more than 200 customers worldwide.

Vix leverage more than 25 years industry experience designing, operating and maintaining proven next-generation ticketing, payment and loyalty platforms to help governments and businesses manage around five billion transactions a year and create new ways to connect with their customers.

Harnessing the latest technologies, Vix now also works with major sporting clubs, mining communities and event venues to boost engagement, save resources and enable powerful data-driven loyalty and reward schemes through simple solutions that achieve measurable growth and increase customer satisfaction.

About STIB:

The Société des Transports Intercommunaux de Bruxelles (STIB) is the first public transport company in Belgium. It serves 19 cities in the Brussels-Capital Region and 11 townships outside Brussels. It covers an area of 241,5 km². The company provides transport to more than 1 100 000 passengers a year, in addition of thousands commuters. The STIB network includes 4 metro lines, 17 tram services, 50 bus routes and 11 night bus routes. In 2015, STIB provided over 370 million journeys to passengers across metro, bus and tram networks.