

VIETNAM RAILWAY CORPORATION



EASY AND TIMESAVING PASSENGER HANDLING WITH BARCODE SOLUTION AT VIETNAM RAILWAY CORPORATION

Operating all Vietnamese railways, Vietnam Railway Corporation handles many passengers across the country. It is therefore crucial to be efficient and keep track of passenger details and seats. Vietnam Railways is using a ticket solution with barcodes, which makes the distribution of tickets both faster and a lot easier.

Vietnam Railway Corporation is the state-owned operator of all railways in Vietnam with a 1,600 km route from Hanoi in North to Ho Chi Minh city in South. Especially Ho Chi Minh City (HCMC) is a critical transport hub thanks to its ideal location in the central part of the South East Asia region and welcoming countless international airlines to and from Vietnam as well as a rapid growth in tourism the recent years.

Transporting passengers, goods and luggage by rail on a national and international scale places a great demand for efficient handling when it comes to printing

and checking tickets on each train. After considering several possible suppliers back in 2014, the final choice fell on Delfi Technologies after consulting and finding the right solution; implementing a barcode solution that now has run successfully for 5 years.

BARCODES KEEP TRACK OF EVERYTHING

Today, the barcode solution consists of 180 pcs receipt printers (model: Sewoo LK-T20EB) to print passenger tickets at each train station in Vietnam, 180 pcs mobile computers (model: BM180 PDA) to check the passenger tickets, 100 pcs barcode scanners (model: DelfiScan C90) to check return or exchange tickets. Furthermore, Delfi also provides 60,000 pcs railway ticket rolls on a yearly basis.

A 2D barcode on the passenger ticket contains the necessary information about the passenger such as ID number, seat number, date & time of boarding. Processing any changes or return tickets has also become simple by scanning the belonging 2D barcode. On board the train, the passenger ticket is scanned by the mobile PDA to check the integrated customer data to invalid tickets, seat conflicts, etc.

FROM EXPENSIVE TO COST-EFFECTIVE AND SIMPLE TICKET SOLUTION

Previously, Vietnam Railways faced too many challenges using thick paper for tickets in combination with expensive printers. Introducing the Delfi barcode solution has provided an easier way for Vietnam Railways to issue tickets as well as a light point of installation that is both simple and user-friendly.



Using the barcode solution across the country, Vietnam Railways saves costs and gets an easy way to expand with more train stations, if needed. The solution helps the staff to manage work processes as smoothly as possible and passenger tickets are processed in seconds – saving a lot of time each day. The cost-effective solution also makes it possible to offer the passengers an attractive ticket price compared to other transportation forms.

A TRUSTED BUSINESS PARTNER

With a deep knowledge from the barcode industry and more than 30 years' experience, Delfi used its detailed knowhow to offer different possible solutions based on Vietnam Railways' budget and requirements to a new future-proof ticket solution. After testing

a possible solution, Vietnam Railways saw that the Delfi solution could meet the specific requirements to cover all trains and passengers. The good test result combined with the high level of experience, made the outcome and the choice of Delfi as a trusted business partner.

In addition to providing market leading hardware devices, Delfi also develops and offers software solutions and a wide range of strong services, providing complete barcode solutions with both the right hardware and software elements.

ABOUT VIETNAM RAILWAYS

Vietnam Railways (Đường sắt Việt Nam) is the state-owned operator of the railway system in Vietnam. The principal route is the 1,600 km (990 mi) single track North-South Railway line, running between Hanoi and Ho Chi Minh City. This was built at the metre gauge in the 1880s during the French colonial rule. There are also standard gauge lines running from Hanoi to the People's Republic of China, eventually leading to Beijing, and some mixed gauge in and around Hanoi.