CUSTOMER SUCCESS STORY

Ministry of Railways

"The successful implementation of the ticket system has greatly facilitated the reform of the railway passenger service in terms of productivity and customer relationships, enhancing its competitive edge, boosting efficiency and reducing workload."

- Zhan Sining,
Section Chief, Ministry of Railways

KEY BENEFITS

- Process passenger traffic of more than one billion people per year, helping to reduce long lines and enhance customer satisfaction
- Handle up to 5,000 ticket requests simultaneously, keeping seat utilization ratios on hundreds of daily departures at maximum levels
- Capture and analyze passenger data on national, regional and local levels, improving rail car efficiency across the network

SYBASE TECHNOLOGY

- Sybase Adaptive Server® Enterprise (ASE)
- Sybase Replication Server®
- Sybase® IQ, Open Client™
- Sybase Open Server™
- Sybase PowerBuilder®
- Sybase PowerDesigner®

INDUSTRY

- Transportation

CUSTOMER PROFILE

With more than 72,000 km of railway, China has one of the largest railway transport networks in the world. When the country's Ministry of Railways undertook the monumental task of modernizing its paper-based ticketing system, it chose Sybase.

A MONUMENTAL CHALLENGE

Customer service is central to China's railway. More than 5,000 railway stations and 2,000 trains depart every day. To keep its edge in the highly competitive passenger service market and improve the quality of service, the Ministry of Railways (MOR) is constantly seeking new ways to boost its competitiveness and service standard. So the MOR decided to replace its network's outdated, paper-based ticketing system with a computerized ticket vending and reservation system.

Replacing the railway's old system posed a unique set of challenges:

- Tens of thousands of ticket vending points needed to connect to the network, with an annual passenger volume of more than 1 billion and up to 4 million tickets being sold in a day
- At peak hours, some 4,000 to 5,000 requests for tickets might be received at the same time, including numerous requests for the same departure time, same train and same class of seats
- Complex ticket pricing, ticket quotas, seat reuse and regulations in place
- Gaps in the telecommunications infrastructure between different parts of the country

After considering these factors, developers decided to adopt a hybrid centralized and distributed architecture consisting of a central database and 23 regional databases for the entire railway. This solution facilitates remote ticket booking, seat reuse, information sharing and reduces network expenses. Additionally, the investment required was reasonable and the system upgrade easy. To help make this solution possible, the MOR turned to Sybase technology.

Sybase's Adaptive Server Enterprise, Replication Server, Open Client, Open Server, PowerBuilder and PowerDesigner make up the solution's centerpiece, the station vending system. Its major functions include ticket vending, reservations, refunds, remote ticket booking and statistics.

The regional databases also implement Sybase technology. These are mainly used for planning

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