



Answering needs.
Integrating technologies.

Case Study

Brihan Mumbai Electric Supply and Transport (BEST) wanted an IT solution that helped them streamline ticketing, plug revenue leaks and improve operations. BEST wanted to modernize their operations and become a technically advanced transport company. Trimax was able to deliver the required benefits and bring transparency in revenue collection, efficient fleet management, better cash management, minimized total cost of ownership and increased customer convenience.



**Trimax brings transparency and
customer satisfaction to BEST**

About the Client

Established in 1873, Bombay Tramway Company Limited, today, is known as the Brihan Mumbai Electric Supply and Transport Undertaking (BEST). Today, BEST has grown into an establishment that owns 25 depots, operating 3,380 buses and carrying 45 lakh passengers every day. They also operate extra buses for stranded passenger traffic in the event of religious/social occasions, disrupted railway services, heavy rains and so on.

Business Challenge

To manage a growing passenger base and improve operational efficiency, BEST needed an IT solution that provided system integration and enhanced IT infrastructure support. They required software development, supply of servers and other infrastructure, connectivity across depots and management of Data Centre – to implement e-ticketing solution, streamlined operations and greater convenience for passengers.

BEST's project requirements included:

- » Replacing the conventional ticketing system with Electronic Ticketing Issuing Machines (ETIM)
- » Replacing conventional bus passes with Radio Frequency Identification (RFID) smart cards
- » Auto generation of MIS for effective monitoring
- » Developing 150 Point of Sale (POS), including 25 depots for bus passes with two operators per POS
- » Six lakh thermal paper rolls per month
- » Completing the entire project within six months
- » Provision of online group booking /reservation
- » Technical and service level manpower at depot level
- » Manage the project for five years on a build-operate-transfer (BOT) basis

The biggest challenge was to complete the establishment phase of the services and begin operations within a period of six months.

Solution Offered

BEST selected Trimax as their preferred technology partner to help them implement a technologically ambitious plan of operation and increase revenue. Trimax outlined a comprehensive solution that comprised:

- » Supply of 7,500 three-way RFID, GPRS and ETIMs as per specification
- » A supply of 10 lakh RFID smart cards
- » Supply of 360 lakh of thermal paper roll
- » Management of BEST Data Centre
- » Supply of required hardware, software, connectivity and other accessories
- » Provide hardware, software, connectivity and other accessories at depots and POS
- » Provide 300 operators at POS including depots
- » On-site IT infrastructure management engineers at depot level
- » Train BEST employees in the solution
- » Hardware and infrastructure components
- » e-purse (Prepaid RFID card : convenient for frequent travellers of BEST)

Software Components

This included:

- » System requirement specification
- » High-level and low-level design document
- » Test-environment and test-cases
- » ETIM application software
- » Back-end software
- » Interfacing software
- » Migration of data from legacy system wherever possible
- » Documentation

Business Benefits

Trimax completed the project within six months and is managing operations and maintenance of the facilities for a period of five years. BEST also leveraged the integrated managed IT services solution and enhanced their core IT infrastructure. Other business benefits include:

- » Reduced total cost ownership
- » Accurate and on-time MIS reports from depots to the central office
- » Timely and faster revenue reconciliation
- » Reduced cost of ticketing
- » In-bus e-ticketing
- » Online booking system
- » Enabled voluminous data management and seamless connectivity across depots
- » Swifter and simpler travel for passengers
- » e-purse reduces the hassle of change requirement of frequent travellers.

About Trimax

Established in 1995, Trimax IT Infrastructure & Services Ltd. (Trimax) offers managed IT services, data center and cloud services, customized industry specific solutions, turnkey solutions and custom application services. Our clientele includes state governments, public sector undertakings, and business enterprises across banking, insurance, telecom, transport and energy (oil & gas) sectors. We have proven expertise in managing large and complex IT Infrastructure projects with a pan-India coverage. Our flexible engagement model enables customers to balance their CapEx and OpEx investments with their business priorities.



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Trimax IT Infrastructure & Services Ltd.

ISO 9001:2008, ISO 27001:2005 & ISO/IEC 20000-1:2005 Certified Company

Managed IT Services • Data Centre Services • Cloud Computing • Application & Business Intelligence Services

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