

Schweizerische Bundesbahnen (SBB)

Smart infrastructure supports remote control of dynamic lockers at railway stations.

“With the smart ALE infrastructure, we can see what is going on in real-time at any moment and intervene immediately if necessary. This makes our locker service more efficient and more customer-friendly.”

Catherine Schweizer, Product Manager, SBB

Schweizerische Bundesbahnen (SBB), the Swiss federal railways, have been operating rail services in Switzerland for 120 years. Today, SBB transports more than 840,000 passengers and 185,000 tonnes of goods safely to their destinations every day. As a modern, innovative transport company and important player in the Swiss market, SBB is actively working to shape the mobility of the future.

CHALLENGES

SBB began modernising its network in 2016 to address existing requirements and to prepare for the future. Components from Alcatel-Lucent Enterprise and Nokia® were implemented to create a smart infrastructure connecting all SBB areas with each other.

The robust, flexible, and secure network provides the basis for innovative applications that make travelling even more convenient. As part of the “smart station”, for example, new lockers were installed that can be dynamically adapted to customer needs. These lockers are closed and opened with a QR code, operated using touchscreen, and can be paid for without cash. They are significantly more convenient than mechanical lockers, which require a key and coins.

ACTION

A management server installed in the SBB data centre controls the operation and status monitoring through remote access, integrates the lockers into the internal fault reporting system, and enables detailed evaluations and reports. The payment columns are connected using LAN interfaces and Alcatel-Lucent Enterprise switches, and are monitored by the Nokia network management system.

Close cooperation between ALE, Nokia, and SBB, and a flexible network ensured smooth roll-out of the lockers and seamless integration into SBB’s existing data network. “The SBB locker project is an impressive example of how new applications and devices can be easily added, without problems, when a network is designed to be highly flexible,” says Stephan Müller of Nokia.

PRODUCTS AND SERVICES

[Alcatel-Lucent OmniSwitch® 6465 Compact Hardened Switches](#)

Nokia Backbone and Network Management System

Third-party lockers and management server

RESULTS

Technical Benefits

- Management server monitors and controls lockers and payment columns
- Locker fee billing using electronic payment terminals
- Remote access and maintenance
- Connection to internal fault reporting system (service desk)
- Switch triggers alarm when it is no longer connected to the network
- Detailed utilisation and fault analyses provide better control
- Customer cases can be better traced

Financial Benefits

- Flexible, usage-driven pricing
- Central adjustment of prices
- Remote connection registers failures immediately, resulting in shorter downtimes
- Smart infrastructure allows new services to be added without changing or expanding the network

User Experience Benefits

- Travellers: Locker closing and opening with QR code, cashless payment possible
- Administrators: Real-time monitoring, comprehensive analyses, flexible location-independent working
- Access authorisations can be assigned or withdrawn remotely. Example: Security guards at railway stations can be authorised to open lockers as needed.

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Customer Story

MARKET: [Transportation](#)

DEAL IMPLEMENTED:
[Phased approach](#)

COUNTRY: [Switzerland](#)

NUMBER OF USERS:
[Approx. 100 payment columns](#)

COMPANY:

[Schweizerische Bundesbahnen](#)