

Transport for Wales Rail Services five-year contract win for Tracsis Travel Compensation Services

January 10, 2019



Following a recent extensive tender process, Tracsis Travel Compensation Services (TTCS) is delighted to announce a new five-year contract win supplying the delay repay platform to Transport for Wales Rail Services.

TTCS, a wholly owned subsidiary of Tracsis plc who specialise in solving a variety of data capture, reporting and resource optimisation problems within the industry has been providing Automated Delay Repay Claim handling services and fraud detection capabilities to the rail industry since 2013.

Clients have been working more efficiently using their industry leading software which has improved their effectiveness through the automation and full life cycle management of delay repay claims and customer enquiries with significant positive impact and gains in the entire customer experience. TTCS has successfully processed over 2.9 million claims, automatically settled 2.1 million of those claims, and have achieved £11.8 million in cost reductions.

Transport for Wales Rail Services exists to drive forward the Welsh Government's vision of a high quality, safe, integrated, affordable and accessible transport network that the people of Wales are proud of. In August 2018, Transport for Wales Rail Services went out to tender for a service provider to deliver a Delay Repay Automation system to support them with their overarching strategy moving forward.

Barry Lloyd, Head of Customer Experience for Transport for Wales Rail Services said: "To ensure we

provide a high-quality level of service to reinforce the Welsh Government's vision, we needed a strategic partner that could deliver a reputable system to support our goals. TTCS successfully demonstrated their extensive knowledge and experience in this sector and we feel confident they will effectively manage our DR claims submitted by the travelling public. Initially we're looking at the DR30 thresholds, but with the intention to move to DR15 in the near future."

Sarah Dalby, Managing Director for TTCS said: "We're delighted to be working with Transport for Wales Rail Services to manage their DR claims submitted by the travelling public. We've been working closely with the team in Cardiff to integrate with existing and new systems, carry out UAT testing, configure the system and roll out their 'train the trainers' sessions to ensure all parties are ready for when the system goes live. We've developed the customer portal platform which has been fully translated into Welsh, as is required in Wales. We are all delighted that at 10am on Monday 10th December the team successfully 'hit' the go-live button and Customers are using the application to submit claims for Delay Repay compensation. Everyone at TTCS and Transport for Wales Rail Services achieved exactly what was required, on time, to budget and can now rest assured that claims will be managed as intended for the benefit of the Customer while making a positive impact to the Committed Obligations at Transport for Wales Rail Services".