



**UFHO**

**INDEPENDENT MOBILITY  
AUTOMATIC SOFTWARE**



**AMCON**  
IT for your mobility

## INDEPENDENT MOBILITY UFHO TICKET MACHINE SOFTWARE

Every day, thousands of tickets are sold around the clock on the Internet, at the service center, or ticket machines. The focus is on intuitive usability for a quick sale to avoid queuing in front of the ticket machines. The UFHO system from AMCON enables convenient, easy, and multi-rate sale of tickets on stationary and mobile ticket machines. We offer a background system with UFHO for the entire sales structure, including ticket machines, mobile sales, ticket counters, and online. The UFHO background system is connected via standardized exchange formats. For example, the ticket machines are securely supplied with all rate data via the manufacturer-independent standard HUSST interface. Another advantage of the UFHO system is device independence. This means customer needs determine the hardware. With our software, public transport companies can always keep track of sales, capacity utilization, and outages. This means that they can respond quickly and flexibly if required and, for example, service individual machines remotely.

### TAKING A BURDEN OFF CUSTOMER CENTERS THROUGH SELF-SERVICE TERMINALS

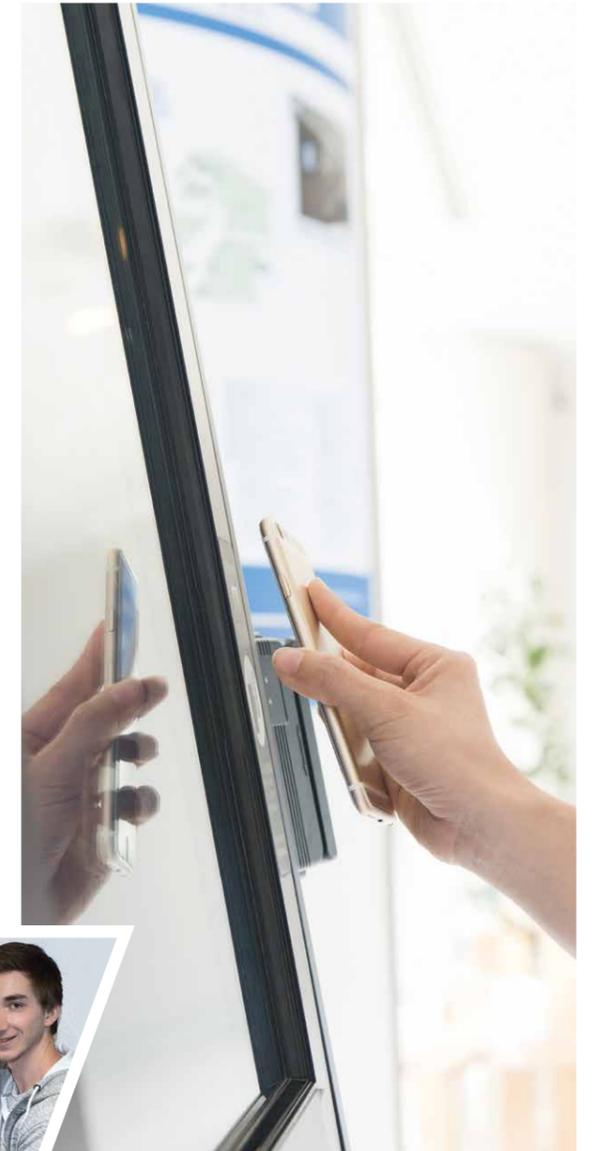
To reduce waiting times at customer centers, transport companies can use self-service terminals. Thanks to the latest generations of automatic ticket machines with multi-touch operation, customers can not only learn about rates and schedules thanks to the UFHO system, but also independently extend their season tickets. In addition, access to their own subscription account can be granted, allowing customers to update their data independently. These self-service terminals also offer options to provide additional information to end users through dynamic content, such as excursion tips or hotel recommendations in the region. In this context, the term "infotainment" takes on a whole new meaning and also offers transport companies new advertising space and cooperation opportunities.

### BENEFITS FOR THE PASSENGERS

The software is specially adapted to the needs of passengers and is easy to operate and understand. In addition, the software offers passengers the option of choosing their preferred method of payment at the ticket machine: Cash, debit card, contactless payment by credit card or with the smartphone via NFC are integrated options.

### INTRODUCTION OF THE E-TICKET AT HAMBURGER HOCHBAHN

As the second largest city in Germany Hamburg is always worth a visit, whether for shopping, experiencing culture or sniffing maritime flair at the harbor. If you do not want to have to deal with finding parking space on site, it's best to use public transport. To make ticket purchases even easier for passengers in the future, the Hamburger Verkehrsverbund has brought in electronic tickets based on the VDV core application. To do that, Hamburger Hochbahn AG (HOCHBAHN) has collaborated with software manufacturer AMCON from Cloppenburg on an independent e-ticket software that communicates with the existing software of ticket machines.





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