

# Case Study: Northern

## Organisation

Northern plays a vital role in the north of England by connecting tens of thousands of people to work, leisure, education and more every day.

Northern is part of the Arriva group, one of the leading providers of passenger transport in Europe. Arriva employs more than 60,000 people and delivers over 2 billion passenger journeys across 14 European countries each year. Arriva is part of Deutsche Bahn (DB) and is responsible for DB's regional passenger transport services outside Germany.

## The Problem

With a change of supplier for the mobile solution used by Revenue Protection Inspectors (RPI's); the introduction of their first Penalty Fares scheme and a shift in working practise to bring notice and prosecutions management back in-house, the Debt Recovery and Prosecutions Unit (DRPU) at Northern needed to find a solution to managing payments.

Having not had their own payment channels within the DRPU before, a high level of importance was assigned to the creation of an omnichannel payment facility with full integration to their new back-end databases.

## The Solution

PCI Telecom introduced a bespoke hosted IVR solution allowing passengers to automatically pay the balance of their outstanding notices quickly and easily. Any issues, queries or failovers are routed through to DRPU staff with extensive call routing functionality and immediate integration to any changes made to the databases whilst the passenger is on the call. All payments can be processed in a fully PCI DSS compliant manner with Level 1 accreditation.

PCI Telecom also introduced a web payment facility with the highest level of security for passengers. Both payment channels integrate directly with the associated Northern databases to provide real-time reports on outstanding penalty notices, failure-to-purchase notices, ticket irregularities and car parking fines.

## Testimonial

“Since our relationship began with PCI Telecom over 18 months ago, we have been extremely happy with both the level of service and results we've seen since implementing their solutions. All our initial meetings and discussions prior to go-live were highly technical and required an advanced level of competency to ensure that our web payments were secured, and our legacy telephone systems were integrated appropriately.

Our new automated payment line and web payment site have real-time links to our back-end systems providing our customers with a seamless process for making payments. Not only has it improved our working practises, but our customers are noticing the improvements too!

Everyone at PCI Telecom has taken the time to understand our business, our requirements and our desire to improve customer service. I would strongly recommend PCI Telecom.”

Simon Ashworth  
Loss Prevention Contracts Manager, Northern

