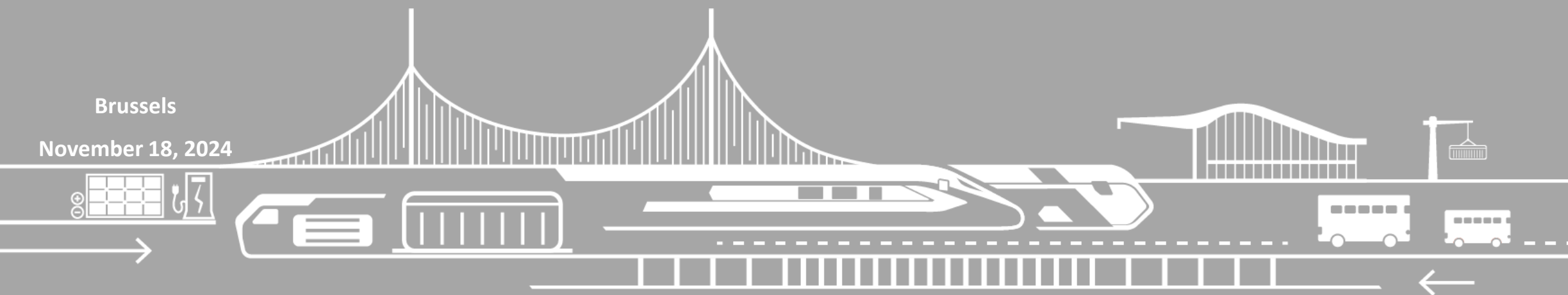


# European solutions for multimodal passengers' rights



Brussels

November 18, 2024

# Trenitalia's actions

## Our pillars



- Build a border-free, **international, interoperable and multimodal** rail system
- The goal is to simplify connectivity and accessibility to sales and customer service networks
- Technology is not a barrier, **while the lack of harmonized rules across** Member States represents a slowdown in integration
- Use open-source standard communication technology helps increase customer services and helps lower costs for market players

# Standard API to connect sales platforms

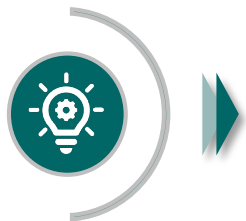
## Seamless European Rail Travel



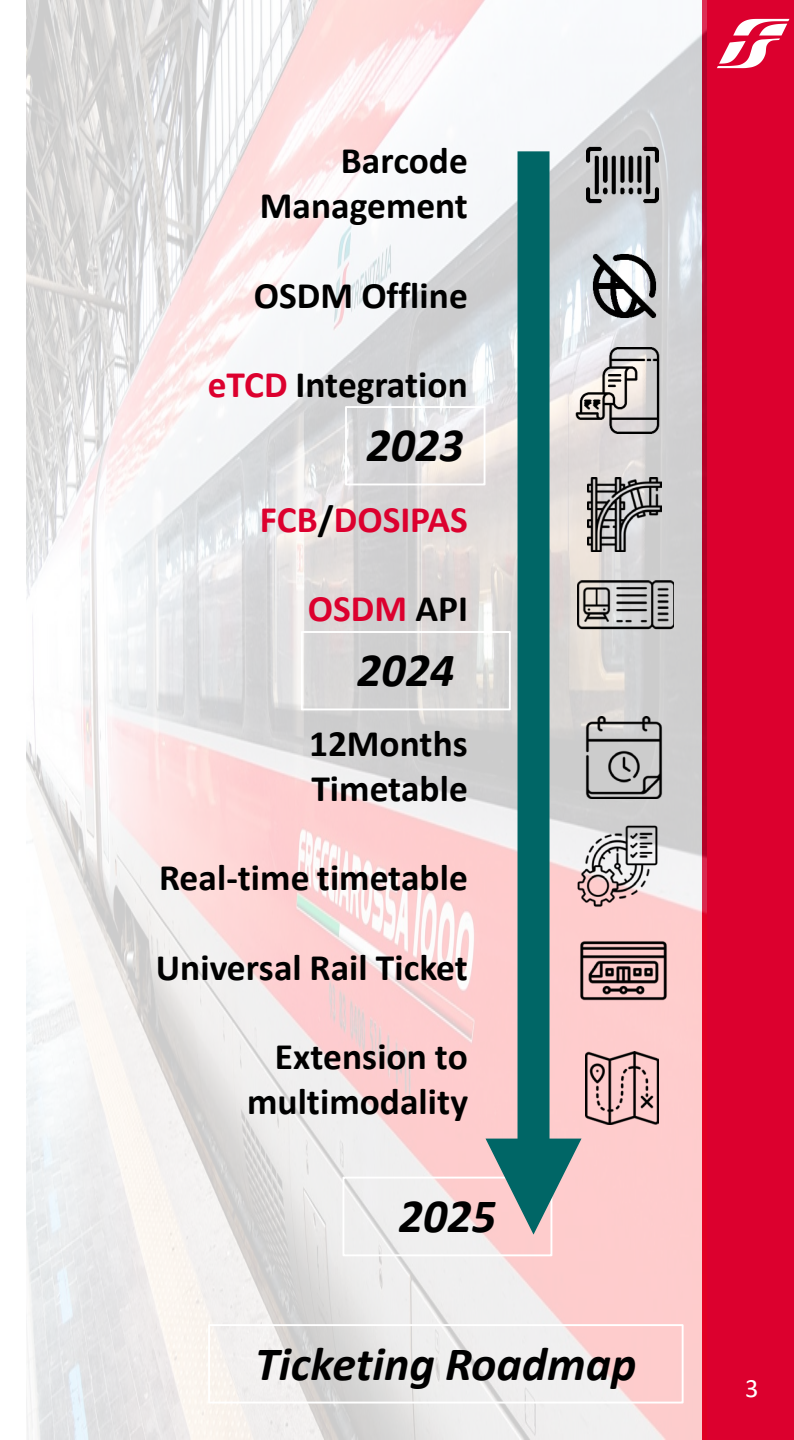
Expanding the commercial distribution network to facilitate travellers' life



Making it easy to buy European trains from a single platform



Standards Support Sustainability



# CER Ticketing Roadmap

The enabling factors

## OSDM API

Integration of sales platforms

Multimodality

Setting up with ILSA, ÖBB, Eurail

## eTCD

Real-time ticket control platform

Full digitalization of tickets

Fraud prevention

## FCB-DOSIPAS

More information on tickets

Multimodality / Intermodality

Dynamic barcode



# Infomobility Platform

Train + Parking + LPT use case

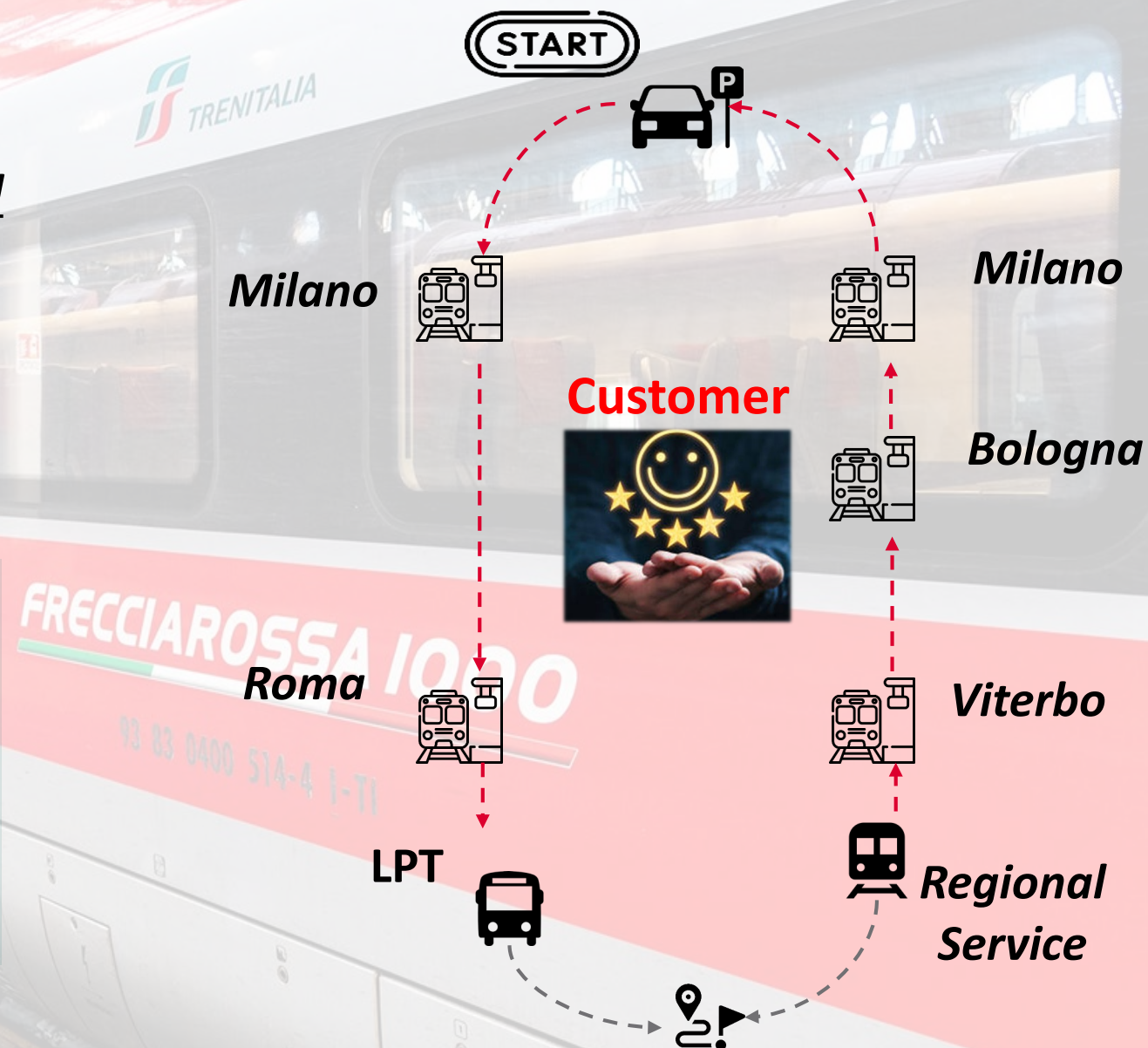
Trenitalia  
Operator



Other Modal  
Operators



Trenitalia is developing the **Infomobility Platform**, multimodal and multicompany, with a strong focus on passengers' assistance in case of disruptions



# The objectives of our actions

Modal shift

## *Value drivers*

**Affordability**

**Internationalization**

**Customer  
Satisfaction**

## *Value creation*

**Make life easier  
for customers**

Thank you for your attention