



Indian Railways gone *Digital*

ADDRESSING THE NEEDS OF IRCTC LICENSEES AND PLANTING THE SEEDS FOR A ROBUST ENTERPRISE CLASS SOLUTION FOR RAILWAY CATERERS.

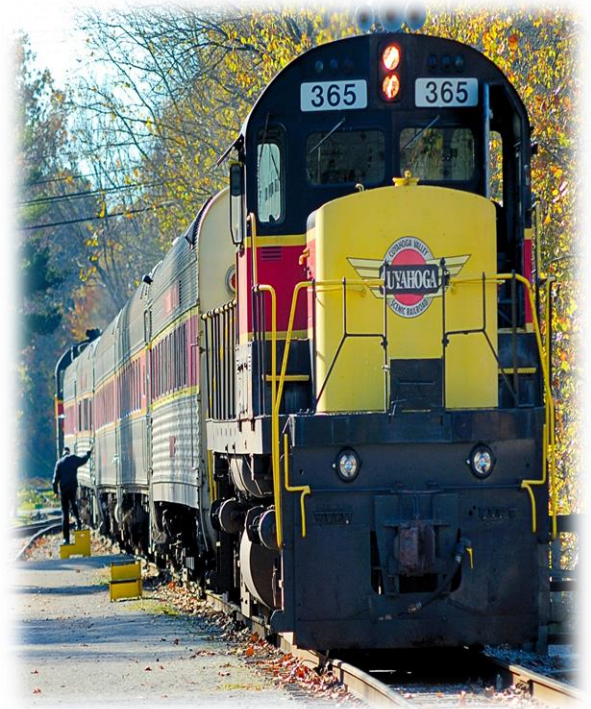
Connecting the last mile of Railway Catering and enabling Digital and Paperless Railway Catering by providing IRCTC with a superior solution consisting of hardware & software designed to cater their needs.

IRCTC: Company Overview

Indian Railway Catering and Tourism Corporation (IRCTC) is a subsidiary of the Indian Railways that handles the catering, tourism and online ticketing operations of the Indian railways. It is known for changing the face of railway ticketing in India. It pioneered internet-based rail ticket booking through its website, as well as from the mobile phones via Wi-Fi, GPRS or SMS. It also provides SMS facility to check PNR status and Live Train Status as well. Passengers are allowed to book tickets through e-ticketing all the day except from 11:45 pm to 12:20 am, following when IRCTC shut down its main server for 35 minutes for

maintenance. Under the Tatkal scheme, passengers who plan their journey at short notice can book their tickets in almost all Mail/Express trains through the Indian railways internet portal.

It also organizes budget and deluxe package tours for domestic and foreign tourists. A popular tourism package for budget tourists covering important tourist destinations across India is called "Bharat Darshan". Luxury tourism packages are also available, that involve special luxury trains. IRCTC also organizes catering on many important trains. Catering managed by IRCTC has a higher record of quality consistency. Food is delivered at the seat.



CHALLENGES

- Customers' complaints regarding over-charging
- Inability to pay via other modes of payments besides cash
- Data and inventory management issues
- Generating and providing receipts for the purchases



Getting the most from our Android based POS Device & Mobile App

The comprehensive functionality of the ApnaPay Solution, its superior technology, and unique implementation and support approach delivered value to IRCTC in the areas of Domain knowledge, Off the Shelf Solution, Integration Capabilities, Single Point & Total Cost of Ownership.

ApnaPay implemented Advance POS & OmniChannel Payments solution for IRCTC which runs of mobile Android based terminal and not only automates the sales transactions for railway passengers, but also provides robust enterprise class solution for Railway caterers making them GST compliant. The independent

caterers now can perform ad-hock purchase transactions when they need to procure items "On the Run" and capture this data into enterprise cloud, reconcile all sales transactions irrespective of payment mode chosen by customer, compile GST report and have real time visibility of their route wise profitability.

The passengers now have choice of various payment modes such Bharat QR, BHIM, Aadhaar Card, Debit/Credit Cards, e-wallets and cash and caterer gets money credited into their corporate account instantly. The device generates physical receipt which serves as proof of purchase for travelers' in turn making caterer accountable for the quality & hygiene observed by caterer which is of key importance from service

delivery standpoint for IRCTC.

ApnaPay also provided a POS Platform that can be used from any Android smartphone in the form of a mobile app that can be directly downloaded from the Google Play Store. It provided paperless & digital experience to the consumers with ability to pay via Digital Channels such as BHIM, BharatQR, Wallets such as PayTM, Mobikwik and Cash. The Application provided functionality to send the formal receipt of purchase via Email keeping in mind the Digital India initiative. This kept the operating costs of licensee at bay while still giving them option to service consumers in Digital & Paperless way.

Thus, ApnaPay helped IRCTC to enhance its credibility and instilled confidence with its customers.

**SMARTER
CATERING:**
Through Mobile
App



Technology Requirements
to run the Mobile App
Solution-

Android Phone
with our Mobile App

ApnaPay POS
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Point of Sale & OmniChannel
Payments on single device.

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