| ERP |
| **BI & EPM** |
| Middleware |
| CRM / CX |
| Managed Services |
| Infrastructure |

Improved Customer Service with Data-Driven Insights

"Improved customer service was one of the major goals for this project. We are realizing this goal, and are pleased to have received the Outstanding Achievement Award in Customer Experience from an independent Oracle committee."

Tom Less, CFO

Metra Rail, Chicago, Illinois

The fourth largest commuter rail agency in the US, Metra, serves Chicago and six surrounding counties, providing over 82M passenger trips annually. Metra has 3,700 miles of rail, servicing 240 stations via 11 lines that all originate in Chicago's downtown loop.

Oracle Technologies

- Oracle E-Business Suite
  - Order Management
  - Inventory
  - Accounts Receivable
  - General Ledger
  - Purchasing
  - Mobile Supply Chain Applications
  - User Productivity Kit
- Oracle POS Suite
- Oracle Business Intelligence Enterprise Edition
- Oracle Service-Oriented Architecture (SOA) Suite
- Oracle Fusion Middleware WebLogic Suite

Services Provided

- Complete implementation of Oracle Retail POS with supporting R12 E-Business applications
- Implemented transportation-specific ASTRA BI solution

Business Needs

Metra Rail had a range of disparate legacy systems supporting its revenue accounting functions — an aging infrastructure platform and a manual ticketing system which accepted only cash and checks for payment. State of Illinois legislation mandated that Metra accept credit card payments for ticket purchases within a very short span of time.

Through a public RFP process, Metra evaluated multiple options and chose the solution proposed by AST, which included the Oracle E-Business Suite, Point of Sale (POS), Oracle Business Intelligence Enterprise Edition (OBIEE), and Service-Oriented Architecture (SOA) suite of applications. Metra was looking for a reliable integration partner with deep domain expertise in the Public Transit space that could rapidly deploy the solution to meet legislative needs. AST's successful track record of deploying ERP and ticketing solutions for other large transit agencies played a key role in Metra's selection.

Additionally, Metra sought a robust Business Intelligence (BI) solution to provide industry-specific analytics with transit KPIs. AST's ASTRA BI Solution proved to be a strategic asset, as proof of AST's domain expertise and skills.

Services & Benefits

AST led a 15-month turnkey implementation of a complex solution involving multiple software applications, third-party service providers, and hardware vendors. The project was completed on time and within budget, overcoming several infrastructure, logistical, and process challenges. Following the successful initial implementation, a consumer-facing POS solution was deployed across all Metra lines, stations, and carriers within the next nine months.

Today, Metra's Revenue Accounting functions are streamlined and include POS, Order Intake and Sales, Inventory Management, Customer Relations, and Payment Processing. Revenue Accounting uses multiple tenders, including credit cards, fulfillment, deposits, reconciliation and ridership, and board reporting.

The implementation significantly improved Metra's operational efficiency and provided a platform to streamline the analysis of ridership data to effectively market its services. The ASTRA BI solution automated the complex data consolidation and helped to produce timely board reports and KPIs.

Based on the highly successful implementation, Metra awarded AST a full-service Managed Services contract to provide reliable support to end users and keep the software and hardware running smoothly.

APPLICATIONS SOFTWARE TECHNOLOGY CORPORATION

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AST Corporation services encompass all aspects of Oracle E-Business Suite Applications and Technologies, Business Intelligence/Enterprise Performance Management, Oracle Fusion Middleware, CRM and Managed Services. Our unblemished track record, combined with our Oracle Platinum partnership and our exclusive focus on Oracle software will enable you to undertake the most challenging projects with confidence.

AST CORPORATION