



FSM Status Update, 14th September 2017

Rail distribution initiative wins new partners for implementation activities

The passenger rail operators SBB (Switzerland), ÖBB (Austria) and DSB (Denmark) have now joined the Full Service Model Initiative (FSM) already comprising many passenger railways and ticket vendors. By joining the Initiative, the new members commit not only to implementing the specifications but also to dedicating the resources to the maintenance of these specifications and participating in the Steering Group.

FSM is an industry initiative which brings together key players in the rail and distribution sectors who are committed to improving customer access to European rail tickets. The FSM specifications provide a unique IT framework to support distribution of rail passenger products. By using these harmonized specifications, companies that wish to distribute their products via (or combined with the products of) other operators or ticket vendors will no longer have to develop bilateral tailored IT interfaces with each of their commercial partners. Thereby, they will save on costs and make another step forward towards through-ticketing.

Valerie Hackl, member of the Management Board of **ÖBB Passenger Transport**, explains *“Austria is located in the heart of Europe, therefore we have an essential interest in being sold by all partners and also it is a necessity to be able to sell other international passenger rail operators”*.

“Our customers and our regulators expect from the railway sector the establishment of a customer-friendly and efficient system for the distribution of railway tickets” states **Jeannine Pilloud**, Head of **Passenger Transportation SBB**. *“The recently published FSM specifications show that the railway sector is capable to offer the necessary solutions. I am very pleased to officially announce that SBB will actively engage in the second phase of the FSM Initiative in order to ensure that it will add value to the international distribution of railway tickets.”*

“It is our aim to be able to offer our customers an easy access to relevant offers for travels by train, also in combination with other modes”, says **Chief Commercial Officer from DSB Jan Sigurdur Christensen**. *“We consider FSM a good and relevant tool for our on-going efforts to develop our services to the customers and look forward to the further co-operation within the framework of FSM.”*

The FSM Initiative welcomes the commitment of the new partners. All passenger rail operators and ticket vendors who wish to distribute rail products other than their own or wish to offer their customers products from multiple carriers are strongly invited to consider using the FSM specifications. The FSM specifications and implementation documents are available free of charge from <https://tsga.eu/fsm>.

Background information:

The FSM initiative was launched in 2013 by the Passenger CEOs of the **CER member railways** together with **ticket vendors, members of ETTSA and ECTAA**, to facilitate cross distribution.

Initial members were the railway undertakings Deutsche Bahn, NS, PKP Intercity, Renfe, SJ, SNCB, SNCF, Trenitalia and the Rail Delivery Group as well as the ticket vendors Amadeus, Sabre, SilverRail, Trainline and Travelport. The associations ETTSA, ECTAA, CER and CIT supported the initiative with advisory capacity.

- CER is the Community of European Railway and Infrastructure Companies
- ETTSA is the European Technology and Travel Services Association.
- ECTAA is the European Travel Agents' and Tour Operators' Associations.
- CIT is the International Rail Transport Committee.

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