



**Gateway to European Rail Infrastructure**

# **Rail Net Europe**

**Reflection on RNE Customer Survey and  
Corresponding RNE Activities  
Part II - OSS/Sales**

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### Customer Demand

- Only 39 % of the customers contact OSS representatives regarding international train path management
- 41% of those customers are “very satisfied” or “satisfied” with the overall benefit the OSS provide for their business but
- Only 14 % are “very satisfied” when ordering international train paths

### Activities

- Customers directly address international Timetabling experts with international path requests
- OSS/Sales representatives will significantly increase customer benefit by focussing on most relevant services and competences – e. g. by informing and consulting customers regarding preparation of cross border path requests


## Customer can profit from direct communication with Timetabling units

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- Timetabling expert unit receives and gives answer to requests for international capacity - easier and faster communication
- New procedure guarantees a better overview over all path requests - this will facilitate significantly improved international path management
- In future Pathfinder will substitute direct communication with Timetabling related to international path request management

# OSS Sales services have to be delivered on a consistent level throughout Europe

## International Customer Relationship Management

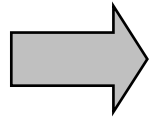
	Information	Consultation	Support
<b>Network Access</b>	<ul style="list-style-type: none"> <li>➤ Price(s)</li> <li>➤ Access/ regulation</li> <li>➤ Production factors</li> <li>➤ X-24 customer dialogue</li> </ul>	<ul style="list-style-type: none"> <li>➤ International rail transport planning</li> <li>➤ Use of right procedures</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Provide contracts</b></li> <li>➤ Finalize agreements about international deliverance</li> </ul>
<b>Timetabling</b>	<ul style="list-style-type: none"> <li>➤ <b>Intl. Timetabling procedures</b></li> <li>➤ <b>Border crossing times</b></li> <li>➤ <b>Available + allocated capacity</b></li> <li>➤ <b>Pathfinder:</b> promote trainings and use</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Intl. path requests preparation</b> (e. g. coordination between cooperating RUs)</li> </ul>	
<b>Operations</b>	<ul style="list-style-type: none"> <li>➤ <b>EUROPTIRAILS:</b> promote trainings &amp; use</li> </ul>		
<b>After Sales</b>	<b>Customer meetings → Performance review → Measures to improve service quality</b>		
	 <span style="font-size: 2em; font-weight: bold; color: white;">Standardized Service Offer</span>		

### Customer Demand

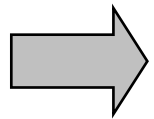
- Only 6 % of the customers are “very satisfied” with the OSS’s reaction time
  - Number of customers demands 24 hour support
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### Activities

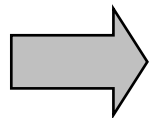
- RNE will define maximum time spans for treatment of customer requests
- 24 hour services partially provided by the online products Pathfinder and EUROPTIRAILS
- Further non stop services will be evaluated according to customer demand



**The services offered by the OSS do not have to be re-invented but must be delivered on a higher quality level.**



**Transfer of “best practice services” will support consistent service quality throughout Europe**



**This will professionalise international Customer Relationship Management in order to deliver a new level of Customer Service in international Railway business.**