

Dutch Railways renews Thales contract for maintenance and support of ticketing systems at all train stations in the Netherlands

- Dutch Railways (NS) has awarded Thales an eight-year contract valued at 120 million euros for maintenance and support of 1,700 gates, 1,600 validators and 750 ticket vending machines at 400 train stations in the Netherlands.
- NS is the main passenger railway operator in the Netherlands, serving 1.3 million passengers on working days.



NS Ticketing System ©Thales

In the last 20 years, Thales has been the contract partner for hardware maintenance and software support for the NS ticketing system. Thales maintains around 1,700 gates, 1,600 validators and 750 ticket vending machines at the 400 train stations in the Netherlands. The renewal of the contract underscores the NS operator's continuing confidence in the availability of its ticketing system and testifies to Thales's ability to provide high-quality maintenance services for complex technical equipment. The latest framework contract introduces new service concepts with innovative ways of working, which will result in higher overall availability of the ticketing system for travellers.

Thales is an established supplier of gates and validators for public transport operators around the world. In 2022, the company upgraded the ticketing system to enable OVPay, which in the near future will enable travellers to pass through access gates or check in using their bank card or phone.

A Thales team of 50 field service engineers and a 24/7 help and service desk work for public transport customers every day to maintain the ticketing equipment in the Netherlands.

"We will deliver the 24/7 support NS needs to speed up and secure the acceptance by the user of OVpay, a major shift for the Dutch public transportation systems. This 8 years contract with NS is a testimonial of our long-term commitment to a green and digital mobility" **Jean-Marc Reynaud, Vice-President, Revenue Collection Systems, Thales**

"We are very proud to enable the smooth and reliable check in and check out at NS stations for 1.3 million passengers every working day. It is great to renew this partnership with NS and ensure the high availability of the ticketing system. – Jean-Philippe de Rek, Managing Director Ground Transportation Systems in the Netherlands, Thales

"We are delighted to continue our partnership with Thales with this critical service for the traveller. Thales has proven to be a reliable partner and is ready for future developments to make access to our services even easier for our travellers." – Hessel Dijkers, Chief Information Officer, NS

About Thales

Thales (Euronext Paris: HO) is a high technology global leader who invests in digital and "deep tech" innovations — connectivity, big data, artificial intelligence, cybersecurity and quantum technology — to build a future we can all trust. This is vital in the development of our societies, which is why the company provides solutions, services and products that help its customers, who are in the form of businesses, organisations and states. These cover several key markets including defence, aeronautics, space, transportation and digital identity and security, allowing them to fulfil their principal missions by placing humans at the heart of the decision-making process.

Thales has 81,000 employees in 68 countries. In 2021, the Group generated sales of €16.2 billion.

About Thales in the Netherlands

More than 2,200 Thales employees in the Netherlands work on the development, production and integration of high-tech systems, including radars, command & control systems, public transport chip cards, communication systems and cybersecurity solutions for customers in the defence, transport and security sectors.

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