



SUCCESS STORY
Public Transport



URBAN TRANSPORT AUTHORITY (ZTM) | PROBLEM SOLVED

Smooth and scalable public mobility operations in a growing economic area with 24/7 needs. NetApp ONTAP and NetApp MetroCluster software make the difference.

Greater Poznań Simplifies Life for Half a Million Public Transport Users a Day

Greater Poznań is a prospering region in western Poland. Its economic strength, however, comes with an ever-growing number of commuters and a variety of public transport services. To improve access and infrastructure efficiency, the region's municipalities joined forces for a single digital service and a data infrastructure that fits many mobility needs.

Another NetApp
solution delivered by:



6,000 DEVICES
700+ VEHICLES
CONNECTED

SERVICE QUALITY
IMPROVED BY
70%

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The Urban Transport Authority (ZTM) of Poznań took on the project. Its team had to establish a single payment system for all transport providers in the region, ease the use of public transport, improve the quality of service, and ensure 24/7 availability of the core IT systems.

But the equipment in place had too few resources to grow the capabilities of the existing Poznań Electronic Agglomeration Card (PEKA), which has been used mostly for selling tickets. The test environment was not made for new challenges. And the way data was processed didn't comply with the EU General Data Protection Regulation. It was time for a refresh on all levels.

ONE TO SERVE MANY

ZTM needed a flexible, reliable, and economic infrastructure that could handle the new digital services with the PEKA card as a mobile hub. In addition to being a ticket carrier, it needed to store discounts and special service rights and allow status checks through card readers in the vehicles, on the internet, and at customer service points. And there was more on the wish list, such as selling online tickets and offering online complaint

services, as well as cashless payment of parking zone fees and single rides by using the electronic carrier tPortmonetka.

Putting all eggs in one basket requires a special solution. That's why ZTM relies on NetApp® ONTAP® systems and NetApp MetroCluster™ software to set up an active-active data center. Data is stored on both sides and is cross-replicated to allow uninterrupted service recovery after a failure. Overall, the solution provides continuous availability and zero data loss at the lowest possible cost.

DRIVING SUCCESS BY CONVENIENCE

"With NetApp's universal interfaces, we can easily extend the central PEKA system to other services, systems, or a cloud. Whether we add new touch points with customers or external services, it comes without any extra costs for storage licenses. We definitely benefit from efficiency and availability at minimum risk and have the freedom to expand as needed," says Daniel Wawrzyniak, public transport technical director at ZTM.

Today, the digital public transport system builds on more than 6,000

devices, more than 4,000 card readers in vehicles, 50 virtual servers, 10 integrated IT systems, and more than 700 vehicles with on-board computers. Five different apps on a single PEKA card bring a variety of mobile options to the user. Also thanks to the NetApp solution at its core, the quality of service improved by 70%. Both convenient usage and high uptime have made the new service a success and helped to simplify the life of hundreds of thousands commuters throughout the Poznań region.

SOLUTION COMPONENTS

NETAPP PRODUCTS

NetApp FAS8200,
MetroCluster software,
ONTAP 9

ENVIRONMENT

Microsoft, VMware

PARTNER

Hardsoft

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