

Glasdon 'BOXER'

Rail Ticket Sales Kiosk

Valley Lines

Wales & Borders Trains, serving the Capital

Problem Identified

The high incidence rate of passengers failing to pay for a travel ticket is a common problem for many UK Train Operating Companies. Valley Lines recognised that a solution needed to be found to help protect their revenue and they identified the installation of Ticket Sales Kiosks throughout their station network as being a positive step forward.

The Solution

Mr Gareth Ponting, Property Services Manager at Valley Lines, contacted Glasdon to discuss the possibility of using a modular building system. Having looked at the wide choice offered by Glasdon the Boxer range was found to satisfy all of Valley Lines' requirements.

Resulting Benefits

The Boxer system has proved to be a great success and provided many benefits:

- Ticket sales revenue has increased because customers are given an identifiable and convenient point of purchase.
- A wide choice of external colours enabled Valley Lines to match their corporate colour scheme.
- The modular nature of Boxer allowed Valley Lines to specify the optimum size and layout for accommodating staff and ticket-issuing equipment.
- Delivering in fully assembled form and manoeuvring into position with the aid of trolleys saved time on site and kept disturbance to a minimum.
- Heavy-duty external security shutters offer resistance to vandal-attack whilst the Ticket Kiosk is unattended.
- The use of plastic-coated steel panels and high-quality ancillary components means that future maintenance costs will be negligible.
- Boxer Kiosks can be easily relocated if site circumstances ever change in the future.



WHAT THE CUSTOMER SAYS:

Mr Gareth Ponting, Property Services Manager at Valley Lines, is very pleased with their choice of the Boxer range and had the following to say:

“ The installation of the Glasdon 'Boxer' range has achieved our objective of increasing revenue by giving our customers a convenient point from which to purchase their travel tickets.

Built to our exact specification, delivery and installation was completed with the minimum of disruption.

As we work towards the installation of more kiosks throughout our station network, we would have no hesitation in using Glasdon and the Boxer system again.”

For further details of Glasdon Buildings
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