

The Client

Dutch Railways (Nederlandse Spoorwegen or NS) is the main public transport railway company in the Netherlands. Dutch Railways acts as an independent organisation operating both an international and local transport service carrying over 1 million passengers per day and managing over 5,000 trains and 390 stations.

The Process

Processing student applications for free travel on the rail network within the Netherlands.

The Challenge

Dutch Railways had to find a reliable and cost effective method to process ID forms entitling students to free rail travel. Dutch Railways had no internal processing capabilities but needed to find a solution that would ensure the forms could be processed without any problems arising.



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The Solution

The Dutch Railways project was outsourced to the local BancTec BPO Service centre in order to efficiently capture 600,000 student applications for free travel on the rail network within the Netherlands. The forms were returned, complete with pictures and personal information, to the on-shore BancTec facility for processing.

The completed forms provided Dutch Railways with the necessary information to produce identity cards for individual students to qualify for free travel when purchasing rail tickets. Once received at the BancTec on-shore facility, the forms are prepped for scanning and the document images sent electronically to the BancTec near-shore processing facility in Tallinn, Estonia, where the data entry and picture correction tasks take place. The quality and integrity of the data is very important to the client, therefore a number of approval processes are also undertaken in order to ensure the data is verified for optimum accuracy.

The Benefits

The project provided Dutch Railways with a high quality service for a much lower cost per form than could have been gained using on-shore facilities only. The service also ensures optimum data accuracy is achieved. Following this success, Dutch Railways are now planning to outsource other projects to the Tallinn office.