

PROJECT

CO-ACTIVE

CO-modal journey re-ACcommodation on associated Travel services

Funding: European (Horizon 2020)

Duration: Sep 2016 - May 2019

Status: Complete

Total project cost: €4,963,545

EU contribution: €3,474,482



Call for proposal: H2020-S2RJU-CFM-2015-01-1

[CORDIS RCN : 205643](#)

Objectives:

The overall objective of CO-ACTIVE is to provide new concepts, tools, and systems to improve the attractiveness of rail transport by offering more intuitive and engaging travel experience to customers while shielding them from the complexity and heterogeneity of services for door-to-door intermodal journeys.

It addresses the general enrichment of the 'one-stop-shop' capability as initiated in the IT2Rail project and further completes the scope of functionality by addressing post-sale business transactions, and an underlying payment-settlement solution for comodally retailed products and services. This provides the opportunity to focus specifically on those aspects whose level of customer-perceived risk discourages the advance purchase of comodal travel entitlements:

- Enhancing the technical facilitation of a one-stop-shop capability, to enable comprehensive choice of offers from modes/operators able to respond to customer mobility queries, especially through the data structuration
- Research into the different possibilities for managing retailer-TSP settlement in order to simplify/rationalise integration of today's multiple settlement system infrastructures which itself represents a constraint for the funnelling of multiple-TSP content to 3rd party retailer outlets; this includes demonstration of a retailer 'merchant' model/approach.
- Analysis of potential automation and orchestration based on the information of previously generated travel entitlements, for enabling the processing of cancellations, ticket exchanges and refunds in accordance with TSP business rules and revenue management policies, as well as in accordance with the needs of the customer when Trip Tracker determines that re-accommodation services are required to ensure arrival at final destination.

Parent Programmes:

[H2020-EU.3.4. - Horizon 2020: Smart, Green and Integrated Transport Shift2Rail - Shift2Rail](#)

Institute type: Public institution

Institute name: European Commission

Funding type: Public (EU)

Partners:

AMADEUS IT GROUP SA - Spain

INDRA SISTEMAS SA - Spain

HACON INGENIEURGESELLSCHAFT MBH - Germany

NETWORK RAIL INFRASTRUCTURE LIMITED - United Kingdom

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Technologies:

Unclassified Non-technology

STRIA Roadmaps: Network and traffic management systems, Smart mobility and services

Transport mode: Rail transport

Transport sectors: Passenger transport

Transport policies: Other specified

Geo-spatial type: Other