

Press Release

Dorfbahn Serfaus: Small, Fast, Safe, and Digital. With Kapsch.

- **The underground rail system in Serfaus has been modernized in a project lasting three and a half years.**
- **The world's third shortest underground line now carries almost double the number of passengers than before.**
- **Kapsch BusinessCom was responsible for digitalizing the operation.**

Vienna, August 22, 2019 – Home to 1,125 residents, the Tyrolian village of Serfaus has its own subway. Though it measures a mere 1.28 kilometers in length, the Alpine subway doesn't need to hide behind larger subway systems like Vienna's. Since early July, after the completion of an in-depth modernization process lasting three and a half years, the village railway is now capable of transporting 3,000 passengers per hour. All of this has been made possible by the innovative assistance systems and digital technology from Kapsch BusinessCom.

Four stations – 1,400 meters above sea level

Europe's most modern air-cushion railway travels with no tracks or wheels. It glides just a millimeter over the ground on a thin layer of air, propelled by a cable. The system was first built in the mid-80s with the aim of reducing traffic on the village streets. But thirty years after it started running, the system capacity had reached its limit. From 2016 to 2019, the line underwent extensive updates, and the new railway began operating in July 2019. The train itself is now nearly 45 meters long instead of 30, and the line is capable of transporting 3,000 passengers per hour instead of the previous 1,600. That is close to twice as many as before. Now, rather than running at ten-minute intervals, there are only nine minutes between trains.

Comprehensive, single-source solutions

Kapsch is Austria's only digitalization provider offering end-to-end solutions from a single source. Not only did the company install the entire network technology for the new railway, it also supplied the IT for the train, the assistance systems, video monitoring systems, the monitor, and emergency call systems. Kapsch even delivered the complete radio system for the service radio, the emergency blue lights, and the fire department – an analog radio network used when fighting fires. "We provide the hardware and develop the complete safety concept," says Kamran Kiafar, Mountain Railway and Industry Account Manager at Kapsch BusinessCom. "A safety control station where all of the lines feed in is at the core of the system. If, for instance, an emergency call comes in, the cameras in that area are automatically turned on and display the situation."

As a first in the cable car industry, data glasses linked to the corresponding technical knowledge database are being used in the maintenance and service field. This digital assistance system from Evolaris (a Kapsch subsidiary) allows service calls to be conducted remotely for the most part. That helps the cable care operator in Serfaus in avoiding costly on-site service calls. "At Kapsch, our core skills are end-to-end solutions and their operation. We combine network and IT with safety technology, smart solutions, and multimedia. This allows us to become a consultant to our customers in addition to a digitalization partner," Kiafar says.

Kapsch BusinessCom, a Kapsch Group company, supports companies in taking their business performance to the next level and developing new business models. As a leading partner in digitalization, the company operates as a consultant, system supplier, and service provider. Kapsch BusinessCom is the ideal partner for keeping abreast of rapidly evolving digital technologies thanks to its widespread expertise in handling large quantities of data and matters of security, in addition to the valuable experience gained from successful implementation of a variety of use cases across numerous industries. The company's comprehensive portfolio in Austria, Romania and the DACH countries includes technology solutions for intelligent and – most importantly – secure ICT infrastructure along with smart building technology, media and security technology, and outsourcing services. Kapsch pursues a strategy of manufacturer independence, cooperates with leading global providers such as HPE, Cisco, and Microsoft, and participates in a wide network of research partners and industry-specific solution providers ranging from startups to major corporations.

Kapsch BusinessCom services more than 17,000 customers both locally and globally, including Allianz, Erste Bank, ÖBB, OMV, ORF, and Vodafone. In the fiscal year 2017/18, Kapsch BusinessCom generated revenue of approximately EUR 380 million with its 1,330 employees.

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