

Virgin Trains

“The CreditCall service has been extremely reliable. The technology has suffered no failures and usage has been consistently high, with card revenues increasing steadily over the period.”



background

Virgin Trains are one of the major UK train operating companies, responsible for services on the main and branch lines to the north-west of England from London and the south. With a high proportion of commuter passengers travelling to Manchester and Liverpool, convenience of car parking payments was emerging as a critical issue.

the challenge

To upgrade Virgins' existing cash operated Metric Accent machines to allow credit and debit card payments at a number of key commuter railway stations.

the CreditCall solution

Following the well publicised success of CreditCall's other *cash free* card based pay and display machines, the firm were commissioned to retrofit both card readers and GSM modems.

CreditCall's customer service record is excellent. Responses to queries and requests for help are received promptly. CreditCall are proactive in notifying us if any machine appears to be under-performing, so that the manufacturer can be notified of faults. Reports are clear and concise and payments are prompt and accurate.

“Virgin Trains will be activating card payment on further machines as a result of this success. I would be happy to recommend the cash free CreditCall service to any potential customer looking for card payment services.”

Richard Hands, Head of Facilities,
Virgin Trains



CreditCall's *cash free* payment solution works with all major credit card brands.



Merchants House South
Wapping Road
Bristol BS1 4RW
United Kingdom

T 0117 930 4455

F 0117 930 4477

E enquiries@creditcall.co.uk

W www.creditcall.co.uk