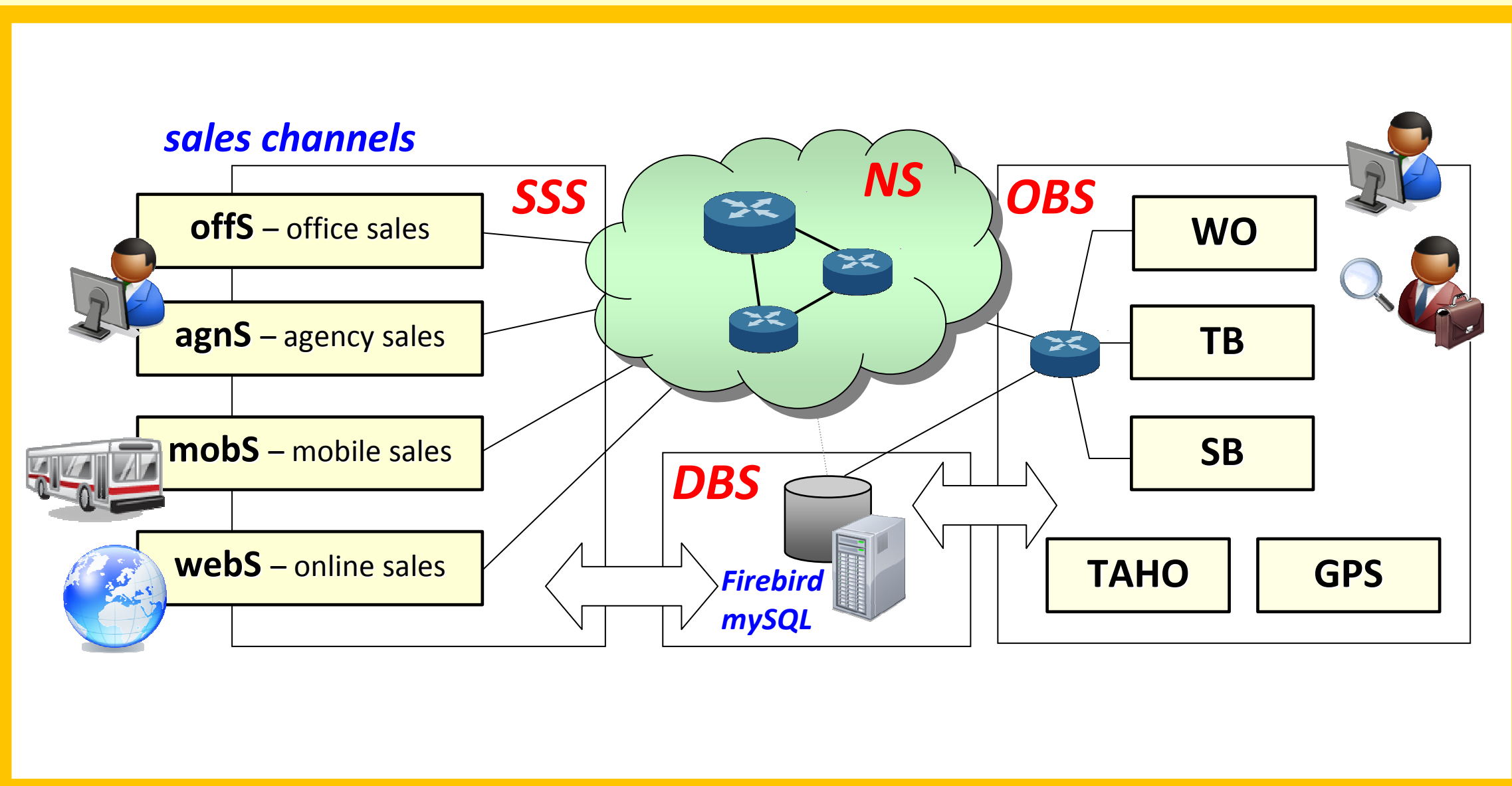


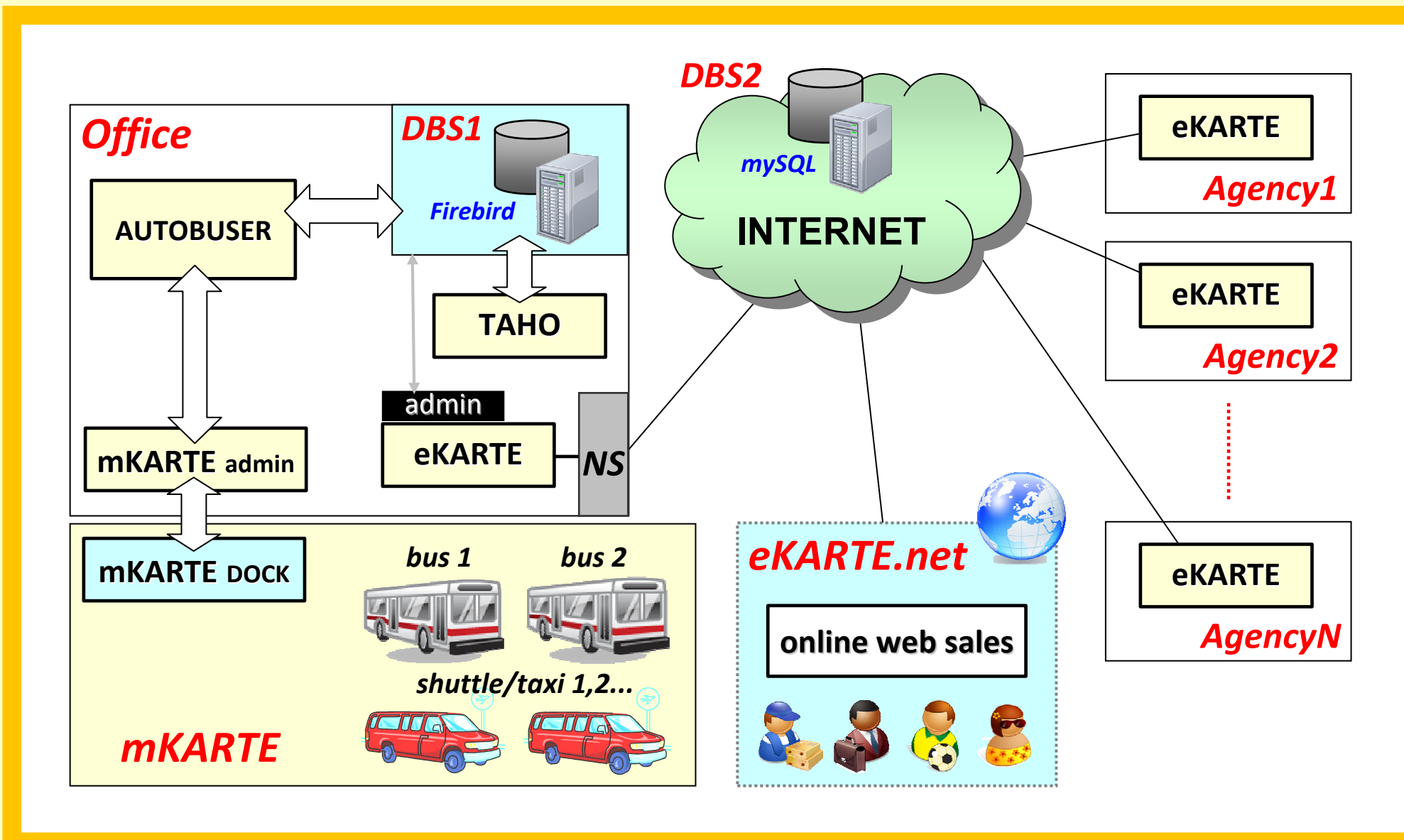
ON DEVELOPMENT OF BACK-OFFICE SYSTEM FOR BUS TRANSPORT COMPANIES

Our article proposes a model of a back-office system for bus transport companies and describes a case study and implementation of such a system in a mid-sized Croatian bus transport company • This poster gives an overview of subsystems and functional blocks of both proposed and case study model

PROPOSED MODEL • PM



CASE STUDY MODEL • CSM



SUBSYSTEMS/MODULES

NS – Networking Subsystem

- standard telecommunication systems
- access and interconnection systems

SSS – Sales Subsystem

- different sales channels

eKARTE, mKARTE, eKARTE.net/iKarte (web)

DBS – Database Subsystem

OBS – Office/Business Subsystem

- back-office core + administration
- **WO – worksheets and travel orders**
- **TB – transportation block/module**
- **SB – sales support block**

AUTOBUSER, IB.TAHO, mKARTE.Admin

CONCLUSION

CSM in production since 2007.

- 5 years of constant usage and deployment
- differences between PM and CSM due part-by-part development and planning
- satisfactory scalability, reliability and availability despite low-cost network and equipment

customer business optimized

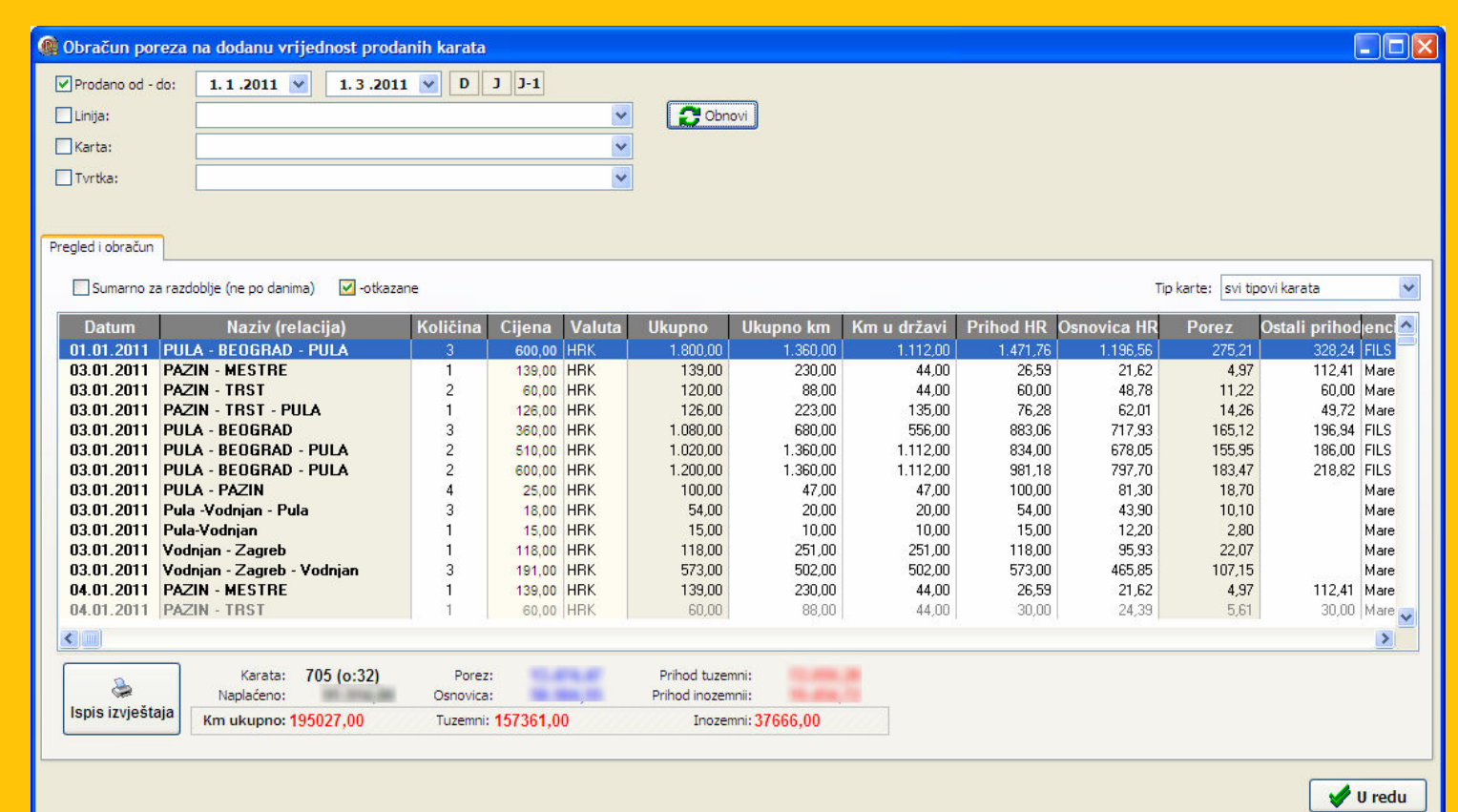
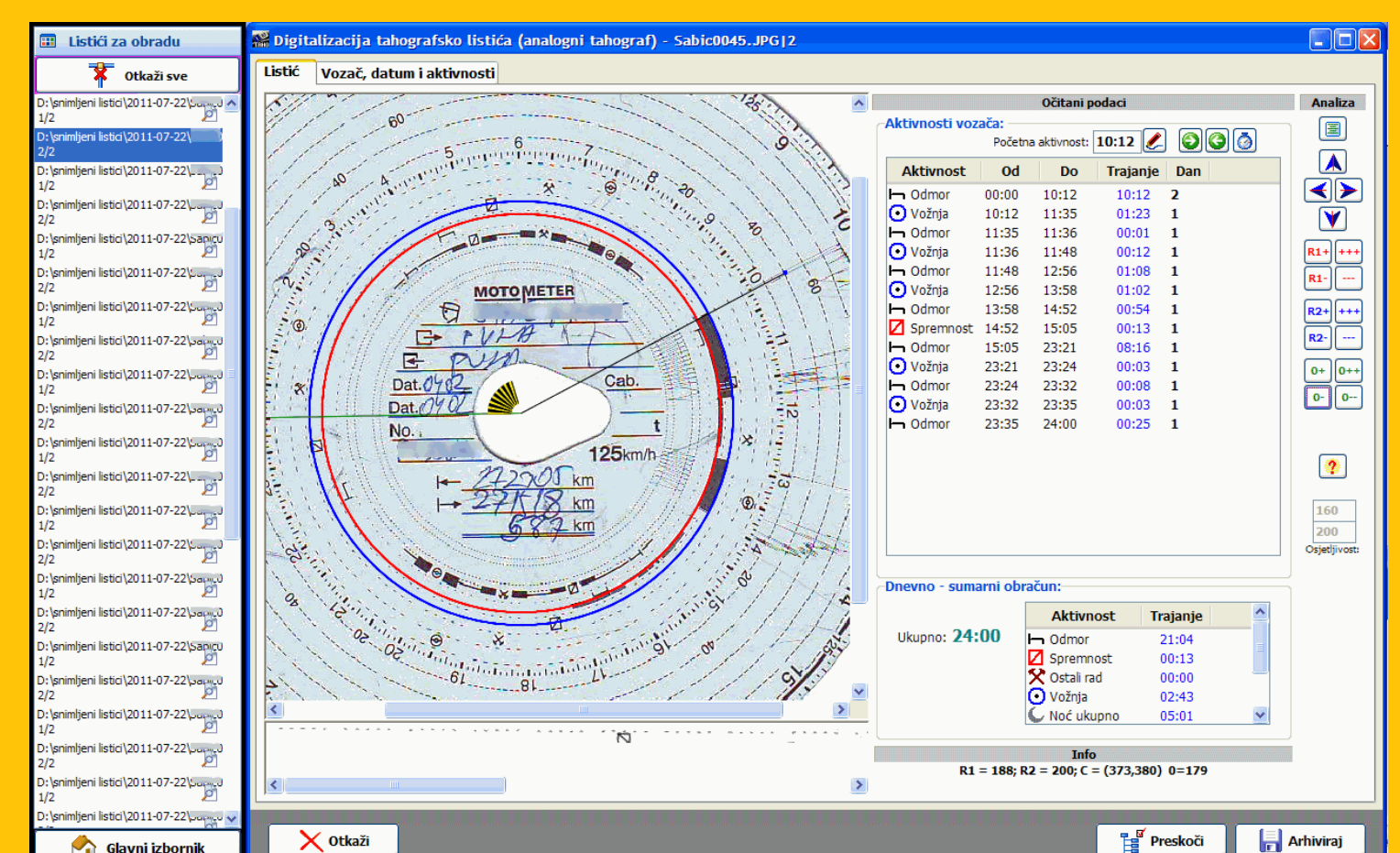
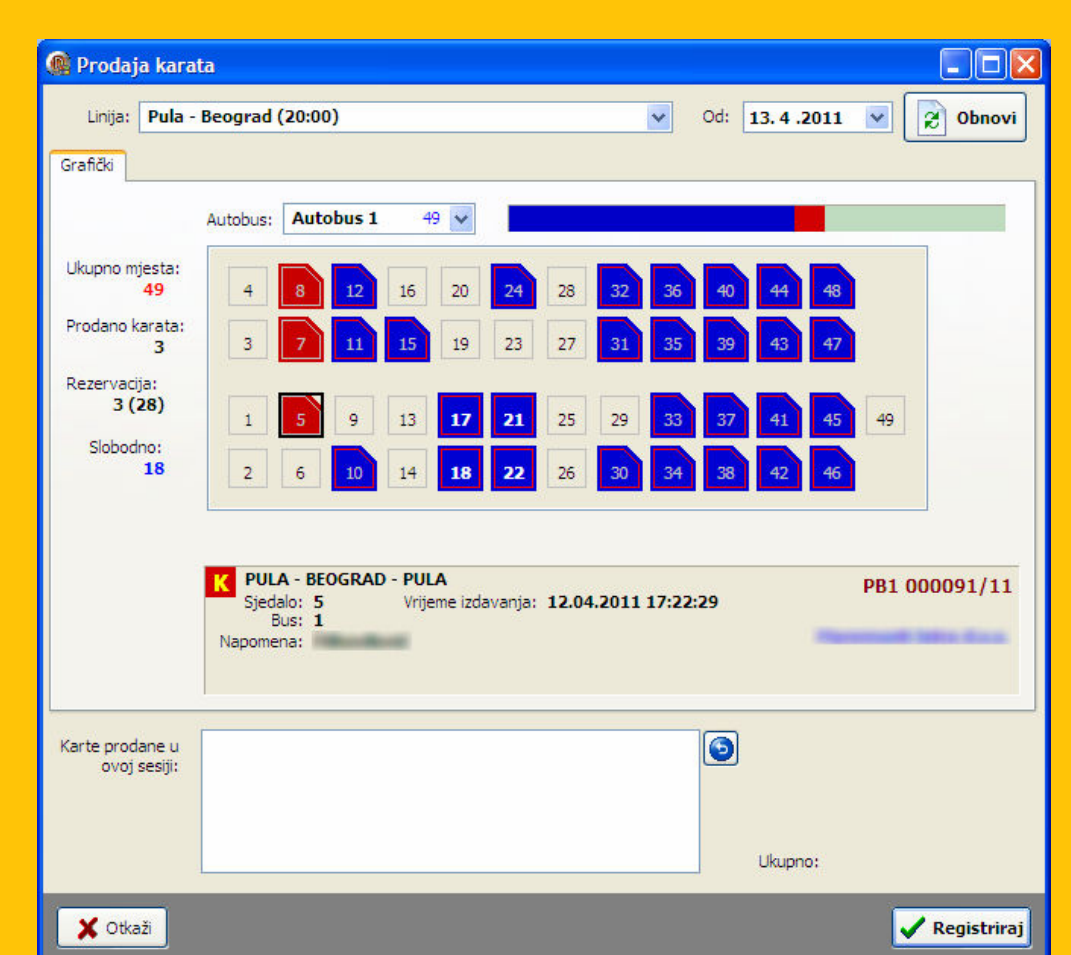
- increased efficiency and productivity
- on-demand development
- increased expectations (satisfied customer)

future work

- new mobile/smart phone technologies support
- customer requests + internal CSM optimizations

User interface

Desktop • Mobile • Web Applications



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