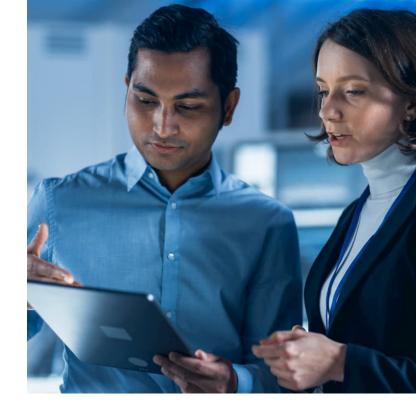


# Lab & managed services

Leveraging quality for innovation and customer satisfaction.



# Major challenges

- Defining a quality assurance strategy and designing a suitable environment to streamline acceptance activities.
- Modernizing certification processes with digitized workflows and approval reports with real-time monitoring of tasks
- Seamlessly onboarding solution providers with efficient administrative management and technology integration.
- Maintaining scalable testing environments to continuously integrate new technologies.
- Ensuring a solution's quality over its lifespan with independent vendors.

# Who we help?

We support public transport authorities, public transport operators, system integrators, solution vendors, standardization bodies and payment service stakeholders with our end-to-end services.

# Key benefits

- Run independently or with a trusted partner the qualification sessions for ticketing and payment solutions.
- On-demand access to technical investigation experts.
- Reinforce trust between stakeholders with proven processes and testing environments.
- Leverage standardization and a formal compliance process to avoid vendor lock-in.
- Connect testing lab environments with innovation hubs to deploy and validate cutting-edge services with end-users.

Fime can help you at any stage of your project lifecycle.





















### Market context & trends

Implementing a secure testing environment helps keep quality assurance on track. Much like customer centricity helps to align employees on a purpose, creating efficient practices helps keep employees and end-users happy.

For decades, transport organizations have delegated the provisioning of testing laboratories to their suppliers, creating vendor lock-in.

Setting up an independent laboratory need not be an additional cost and, depending on the complexity of a project, several models fit various business objectives; from in-house to the fully outsourced testing environment.

We have proven expertise in laboratory management. We can help you to take ownership of your own quality assurance.

## What we offer

#### **Schemes**

- · Legacy testing environment assessment.
- · Operational efficiency consulting.
- Pre-compliance & compliance certification framework design.
- Integrated and scalable test tools for digitized processes.
- · Lab design and implementation.

#### Public Transport Authorities and Operators (PTAs/PTOs)

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# Why Fime?

Testing and validation are not easy processes. Our labs have the expertise to follow the correct methodologies to achieve compliance.

#### · Impartiality.

Fime brings an impartial view to test results, with no vested interest in influencing the testing scope or methods.

#### • Efficient processes.

We bring a standardized approach and strategy to ticketing and payment system testing that optimizes each step of the process, from test preparation to report delivery.

#### · Proven expertise.

We have extensive experience in managing test labs, as well as developing and automating test tools that rely on a depth of cross-technology expertise.