

Rail



Through our expert knowledge, experience and commercial relationships, we help our customers manage their rail spend more effectively.



Every four seconds we help someone book a rail journey.



Online adoption levels.



Of the UK markets' business rail spend managed by us.

Managing over 1.6 million rail bookings each year on behalf of our customers, we're one of the UK's leading providers of rail booking and ticketing solutions.

With full access to all business-focused rail fares thanks to our commercial relationships, our customers can be assured they're getting the best deal.

A flexible and innovative service

Our focus on flexibility means that we can match all of your objectives and specifications by maximising online self-service and ultimately reducing costs. With our 90%+ online adoption levels, you will always gain from the best value options from day one.

Our detailed, high-quality management information (MI) ensures that you are in full control of your usage and spend levels to drive your business objectives. The MI reports also provide summaries and detail by cost centre, department or individual.

Travellers can relax knowing they will be one step ahead with access to timetables, platform information and check on real-time delays using our simple mobile app.

Flexible ticketing solutions

We provide the full range of rail ticketing options including agency printed, desktop and kiosk printers, 'tickets on departure' (TOD), mobile and self-print ticketing, giving you complete flexibility. We automatically refund uncollected TODs, and you can manage ticket exchanges online saving you time and money.

Traveller tracking

Our traveller tracking and security reporting captures rail bookings meaning you can be confident that all your travellers can be located quickly and effectively.

Season tickets

Our season ticket offering benefits travellers who regularly commute into the office.

Our HR/employee season ticket booking service aids HMRC compliance and contributes to employee satisfaction and retention rates. Employees sign up through a payroll/salary sacrifice scheme for travel into the workplace.

Our business season ticket booking service saves your organisation money by giving regular travellers unlimited travel between two stations for a specified period of time.

Traveller First

Considering the impact travel has on employee welfare, we want your travellers to enjoy a stress free journey; our Traveller First initiative provides exclusive access to a range of benefits. These include complimentary WiFi and parking, food and beverage discounts, ticket upgrades, and lounge access, all aimed at improving the traveller's experience and adding value to their trip.

Value to you

- One of the UK's leading providers of rail booking and ticketing solutions.
- HR/employee and business season ticket schemes.
- Support available 24/7, 365 days of the year.
- Automated refunds and exchanges.
- Intuitive online booking tools.
- 90%+ online adoption levels.
- Detailed, specialist, high quality MI.
- Value added benefits for the traveller, such as upgrades, complimentary WiFi, parking and beverage discounts.
- Traveller tracking and duty of care.

“Capita’s advanced online rail technology combined with a dedicated team of experts creates a powerful solution for our bookers and travellers.”

Travel Procurement Manager

If you'd like to know more, get in touch with a member of the team:

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