

Cotral SPA  
Rome, Italy  
www.cotralspa.it

**Industry:**

Travel & Transportation

**Annual Revenue:**

US\$328 million

**Employees:**

3,600

**Oracle Products & Services:**

Oracle Application Server  
Oracle Real Application Clusters  
Oracle Database  
Oracle Spatial

**Implementor:**

Oracle Consulting

**“Reliability and customer responsiveness are the engines driving Cotral’s growth. Oracle is providing the flexibility and performance required to introduce new services and support continued market expansion.”** – Joel Rodrigues, Chief Information Officer, Cotral SPA

**Cotral Drives Customer Service Improvements, Streamlines Operations for Increased Efficiency**

Cotral SPA is one of Italy’s largest bus transportation providers. The company runs more than 4,600 bus lines that serve more than 1.4 million customers annually across nearly 400 municipalities. Cotral’s bus fleet collectively travels more than 50 million miles annually.

**Challenges**

- Gain a single view of bus route and scheduling applications to streamline operations
- Provide real-time view of bus location
- Enhance customer relations by delivering immediate bus service updates
- Establish a reliable and flexible IT infrastructure that scales to support new applications

**Solution**

- Implemented Oracle Application Server to create a highly flexible, reliable, and cost-effective IT platform
- Gained the ability to add capacity quickly and cost effectively as needed with Oracle Real Application Clusters on Linux
- Deployed new applications to provide customers with immediate bus tracking and related travel information
- Established proactive bus maintenance and route adjustment processes using Oracle Database and Oracle Application Server
- Streamlined and accelerated operations by establishing a single business process database
- Reduced IT management requirements significantly and ensured continuous data availability with Oracle Real Application Clusters
- Gained IT flexibility while reducing complexity
- Minimized customer delays and decreased costs