

Technological innovation

ATM is constantly engaged in the experimentation and use of new technologies applied to mobility services. In this context, it has developed distinctive skills in creating platforms for integrated mobility information management.

There are numerous projects carried out in 2021 for the purpose of technological innovation addressed to both internal and external customers; among others we highlight:

SAP SuccessFactors Platform

During 2021, the Information Systems Department, in conjunction with the Human Resources Department, launched the Competency Assessment, MBO, Compensation Policy campaigns through SAP SuccessFactors. The adoption of the new platform has enabled, thanks to the digitalization of the process, greater speed and efficiency in communication between the Human Resources and Line Resources Directorate.

Employee Portal functionality evolution

Transition of approximately 50% of enterprise domain users to Office365 with second factor security authentication. As of July 2021, all employees, thanks to the second authentication factor activated, no longer receive the paper coupon but only access it digitally via the Employee Portal. The aim is to extend this type of user to all staff.

Application “Attilio”

During 2021, the Information Services Department developed and made available to the operating Directorates a new application that digitally allows to propose an extraordinary shift to an agent and to trace the process of acceptance or refusal.

Key Account Reimbursement process

Since July 2021, ATM has launched a new refund procedure for “*Key Account*” customers, i.e. customers who are employees of public and/or private entities with which a commercial agreement is in place for the sale of ATM services. The new procedure provides for the independent management by the customer that provides in total autonomy the insertion of the reimbursement request in the ATM Web Site (Reserved Area). After the insertion of the request, the client can deactivate his contract, for which he has requested the reimbursement, by approaching his card to any of the “Totem” present in the stations of the metro lines. The claim is then handled by the ATM back-office for the financial aspects of reimbursement. The new process prevents the customer from physically visiting the counters and has made the reimbursement process more traceable and has reduced the time to process the reimbursement practices.

The process analysis is aimed at extending the “on-line” reimbursement mode to other sales channels as well.

Digitalization of legal practices

During 2021, the Information Systems Department, in collaboration with the Legal and Corporate Affairs Department, launched a project aimed at the complete digitalization of legal practices.

The project aims to manage in an automated, digitized, fast and secure way the process of acquisition,

insertion, archiving and consultation of all those documents produced by the Legal Department in support of legal practices. The project is in line with the technological and normative evolution of the civil telematic process (PCT) and has been realized on a platform with logic “Software as A Service” (SAAS). The new platform also manages procedural deadlines and working procedures, automatic synchronization with platforms activated by the courts, Document Management, File Privacy and remote electronic signature according to law.

APPS for disabled people

With a view to completing the process of dematerialization of staging posts and with the objective of providing users with more and more effective and efficient services, ATM in collaboration with the Municipality of Milan, started a project aimed at integrating THE APP “citizen's file” with a section completely dedicated to users with disability passes, allowing them to obtain on-line permission to stay on the whole territory of the Municipality of Milan and access to all the gates of the traffic zones Limited. The project also provides for a second phase, which will be carried out in the first quarter of 2022 aimed at extending the service also to persons accompanying users with a disability title.

Integration with Lombardy Region for move-in Area B project

ATM , always in collaboration with the Municipality of Milan, has realized the integration of the ZTL and Area B management platform with what is defined at regional level. In particular, the project has complied with what was stated by Lombardy Region which, under D.G.R. n. 2055/2019, launched the experimental project called “move-in” (monitoring of polluting vehicles), which consists in allocating, to vehicles subject to traffic restrictions in relation to the pollutant emission class, a number of kilometers usable on portions of regional territory. The same derogation on mileage basis was also activated in the ZTL Area B discipline through integrations and data exchange with Lombardy Region platform.

Velostation of Cordusio

In September he opened the new Velostation of Cordusio. The initiative is part of a wider project of ATM and the Municipality of Milan, which aims to create an increasingly integrated mobility system, promoting the use of two wheels and public transport for travel. The ATM information systems have taken care of equipping the room with all the necessary technology to enable the video surveillance systems, the anti-intrusion and alarm systems and the possibility of access to the velostation using the ATM card in the course of validity.