

PRESS RELEASE



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FMS/AUSTROSOFT | SOFTWARE | MOBILE PAYMENT

Mobile payment is a success story

In March 2021, fms/Austrosoft re-launched mobile payment for its taxi apps with a new payment service partner. This payment service has evolved with great success for the participating taxi centres.

Vienna, 21.09.2021 – Taxi dispatch centres using fms/Austrosoft’s consumer apps now offer modern payment methods such as **credit cards, PayPal, Amazon Pay, Apple Pay or Google Pay**. The new payment service partner provides reliable measures for data security, fraud control and fraud prevention. This makes payment much easier, more convenient and more secure for passengers.

fms/Austrosoft has chosen a partner allowing reliable integration of mobile payment into the apps of connected taxi dispatch centres. “The taxi dispatch centres only have to sign a simple service agreement with fms/Austrosoft.

We take care of the rest such as implementation and all processing with the payment service providers,” explains Robert Abel, Managing Director of fms GmbH, and adds: “This reduces the administrative effort for the taxi dispatch centres to a minimum.”

4 times more transaction volume

The constant transaction increase in payments shows how well the mobile payment has been accepted by passengers. “Since the new payment service

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provider went live, daily transactions have quadruplicated,” Robert Abel is happy to say and underlines, **“A secure and simple mobile payment is a crucial factor in playing a leading role in a digital mobility world.”**

The increase in transactions makes it clear that the trend towards cashless payment has now also arrived in the taxi industry. “Mobile payment will certainly rule the future,” Robert Abel is convinced and explains: “We make a reliable offer for cashless payment in taxis so that taxi companies can offer passengers **a complete, modern and digital user journey from booking to payment.**”

Steady shift from cash to mobile payment

In the DACH region, around 37% want to use mobile payment for taxi rides. In a cross-country study back in 2019 the consulting company PricewaterhouseCoopers (PwC) gives this conclusion. At the same time, Initiative Deutsche Zahlungssysteme e.V. underlines the **ongoing trend of cashless payments** with an Infas quo survey in 2021: “Already from 2016 to 2020, the number of girocard transactions has almost doubled (2016: 2.9 billion/2020: 5.5 billion).”

Trend reinforced by Corona

Although people in German-speaking countries do still rely rather on cash, the trend towards increased cashless payments is also predictable here. EURO Kartensysteme GmbH, which initiated the Infas quo survey, concludes that the trend has been strengthened by the Corona pandemic and will continue:

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“The wish for distance and hygiene has clearly accelerated this change, **but it is the easy handling that is causing a real paradigm shift towards cards,**” says their press spokesman Ingo Limburg.

Safety first

38% of Germans aged 18-34 use mobile payment; if looking at all age groups, the figure is 25%. YouGov gives this conclusion in a survey in 2019. Older generations in particular are more critically in terms of payment and data security. This is why the younger age group uses mobile payment more often than the older age group.

In order to increase acceptance for older passengers, payments via mobile must be based on modern policies for data security, fraud control and fraud preventing. Robert Abel emphasises: **“With Braintree, we have found a reliable partner who technologically meets all our high requirements for security and usability.** Therefore, the app users trust our mobile payment resulting in increasing numbers of app orders”.

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About fms/Austrosoft

In 1982 Austrosoft® Weiss Datenverarbeitung was founded in Vienna. With a reliable and scalable fleet management software (short: fms) the company became the European market leader. 2001 fms GmbH, specialised in hardware solutions in vehicles, was created by management buyout. Since then, the direct interaction of special hardware and software modules has ensured sustainable business success. For over 35 years, fms/Austrosoft has been the technology leader in the field of taxi dispatching systems in Europe. More than 155 taxi dispatch centres in 11 countries trust in the system solutions of fms/Austrosoft. A total of around 195,000 drivers in 65,000 vehicles use the modular end-to-end solution, which is unique on the market. Around 190 million trips are dispatched via fms/Austrosoft every year.

Photo: CEO of fms/Austrosoft Robert Abel

Photo: Mobile payment in taxi app

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