

Press Declaration

Brussels 05/02/2007

2006 Annual survey shows Customers are very pleased with CESAR

The year 2006 was the second complete business year of the Company CESAR INFORMATION SERVICES, which was founded in 2004 by the Combined Transport operators Cemat (I), Hupac (CH), Kombiverkehr (D), Novatrans (F) as well as the International Union of Combined Road-Rail Transport companies (UIRR, Brussels), of which all involved operators are long-time members. The main aim of CESAR is to provide tracking & tracing service information to combined traffic customers.

In line with its customer-oriented strategy and the willingness to constantly improve the quality and range of the services accessible online at www.cesar-online.com, the first CESAR customer survey has been done to which customers representing 70% of the European traffic handled in CESAR responded. Questions were related to the accuracy of information, type and quantity of information (screen layout and functionality) as well as response time provided by the service (web access and server performance). Overall, answers show a very high satisfaction with the CESAR system and the functionalities and information it offers.

Following a careful analysis, the future axes of work to keep improving the CESAR services provided in order to perfectly fulfill the needs of its customers are the following:

- Make sure there will be even less regional disparities as regards the quality and quantity of information provided to get homogeneous, high-level information
- Increase the functionality and coverage of timetable information
- Keep improving the accuracy of information in general.

CESAR INFORMATION SERVICES thanks its customers for their confidence and their collaboration.

Over 400 customers are regular CESAR users. More customers are expected to join this service in 2007, which is open to all customers and other operators for the benefits of all parties involved in rail-road combined transport.

For further information, please:

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