

Case Study

Delivering Long-Term Value in Copenhagen

Sustainable & Future-Ready Ticketing with Metroselskabet



Photo: Metroselskabet/Rasmus Hjortshøj

Execution

Scheidt & Bachmann has been a trusted partner of the Copenhagen Metro's owner, Metroselskabet, for more than two decades, supporting the continuous development of its ticketing infrastructure since the early 2000s.

The collaboration began in 2002 with the deployment of the first generation of ticket vending machines across their transit network. From the outset, the focus was not on short-term implementation, but on building a system designed for reliability, functionality and, ultimately, for longevity.

Rather than replacing equipment after a few years, Metroselskabet and Scheidt & Bachmann established an approach that prioritized continuous optimizing. Over the years, the installed devices have been repeatedly modernized through targeted upgrades, including enhancements to processing capabilities, payment systems and software functionality. This approach has ensured that the system remains aligned with evolving technological standards while maintaining a stable and proven hardware base.

Today, 63 ticket vending machines (38 FAA2000 and 25 FareGo ST|50 models) are in operation across the Metroselskabet network in Copenhagen, combining long-standing systems with newer technology and devices.



Metroselskabet in numbers

- Passengers: 135 Mio. per year (2025)
- Stations: 44
- Network length: ~43 km
- Punctuality: ~99,3 % (2025)
- Operate 24/7 throughout their city limits
- Fully automated, driverless operation

As the network expanded, particularly with the introduction of new metro lines such as the M3 Cityringen, additional devices were deployed to support growing passenger volumes. These roll-outs were delivered in close coordination, ensuring that all systems were fully operational in line with strict project timelines. The partnership continues to evolve, with further expansions planned and new device acquisitions, such as the FareGo ST|32, already underway.



Photo: Metroselskabet/Tuala Hjarnø

Challenge

Metroselskabet's requirements were shaped by a clear strategic vision: to create a sustainable, reliable and passenger-friendly fare collection system that can operate efficiently over the long term.

A central challenge was to reconcile long equipment lifecycles with rapidly evolving technology standards. Instead of adopting a conventional replacement cycle, Metroselskabet aimed to maximize the lifespan of its devices, reducing both environmental impact and long-term costs. This required a solution capable of continuous adaptation without compromising the reliability of the network.

At the same time, operational reliability was critical. Copenhagen's metro is a highly automated system, meaning that ticketing infrastructure must be consistently available and easy to maintain. Any disruption could directly impact passenger flow and overall system performance.

Another important requirement was simplicity. The metro serves a broad passenger base, including a high number of international travelers. The ticketing experience therefore needed to remain particularly intuitive and accessible, avoiding unnecessary complexity while still meeting functional requirements.

In addition, the devices had to integrate seamlessly into the architectural design of the metro system. Clean, minimalistic aesthetics combined with durability and ease of maintenance were essential, reflecting both the visual identity of the network and the operational priority to invest in long-lasting equipment.

Finally, the system needed to support ongoing expansion. With the network growing incrementally, the ticketing infrastructure had to be scalable and flexible enough to accommodate new stations and evolving requirements – all without disruption.



Solution

Scheidt & Bachmann addressed these challenges with a solution built on modularity, durability and a strong partnership approach, supporting Metroselskabet in their ambitious sustainability work.

At the core of the solution is a future-ready system architecture that allows for continuous upgrades instead of full replacements. By regularly modernizing key components, such as computing units or payment technologies, the system remains aligned with current standards while preserving its proven foundation. This significantly extends the lifecycle of the equipment and reduces total cost of ownership.

The physical design of the devices also plays a crucial role. Constructed from high-quality stainless steel and aligned with Scandinavian design principles, the devices offer both visual consistency and exceptional durability. Their robust construction ensures resistance to wear and to vandalism,

while smooth surfaces enable easy cleaning and long-term maintenance. Even after many years of operation, the ticket vending machines maintain a high-quality appearance and performance level, underlining the quality and resilience of the devices.

A great customer experience was the top priority in developing this solution, which is designed for ease of use, clarity, and intuitive operation. The user interface has remained intentionally streamlined over time, focusing on intuitive navigation and essential functionality. This consistency is intended to ensure that passengers, including tourists unfamiliar with the system, can quickly and confidently purchase tickets and travel with ease.



Photo: Metroselskabet/Ditte Valente

Solution

Operational efficiency is further enhanced through a system-wide design that reduces complexity and thus, maintenance. Remote software management and updates allow for continuous optimization without requiring extensive on-site intervention supporting high system availability across the network.

A defining factor in the project's success is the close- and long-standing collaboration between Scheidt & Bachmann and Metroselskabet. Built on trust and shared objectives, the partnership enables rapid response to new requirements, ongoing system improvement and reliable long-term support. Close collaboration and responsiveness to customer needs have enabled the system to evolve alongside changing requirements and a growing metro network, while maintaining operational stability.

The result is a ticketing system that continues to deliver sustained value over two decades later. By focusing on upgradeability rather than replacement, Metroselskabet benefits from reduced total cost of ownership, a significantly extended system lifecycle, and a resource-efficient solution that supports sustainability ambitions by making continued use of existing infrastructure and reducing the need for new investment, while ensuring a seamless and reliable passenger experience.

Are you interested to learn more about our state-of-the-art and innovative ticketing solutions?

Contact us

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Mike Ax Regional Managing Director at Scheidt & Bachmann Fare Collection Systems





Contact

We'll take you there.

+49 2166 266 – 343

hello.FCS@scheidt-bachmann.com

Scheidt & Bachmann Fare Collection Systems GmbH

Breite Straße 132
41238 Mönchengladbach
Germany

hello.FCS@scheidt-bachmann.com
www.scheidt-bachmann.com

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