

EFE Trenes de Chile modernizes passenger sales and booking with Siemens' S3 Passenger

- **EFE Trenes de Chile modernizes ticket sales, reservations and inventory management with Siemens Mobility's S3 Passenger platform**
- **New digital services offer passengers more choice, flexibility and control over their journeys**
- **First deployment of the S3 Passenger platform in Latin America completed in six months**

As part of its strategic plan to strengthen rail connectivity and associated digitalization initiatives, EFE Trenes de Chile (EFE) has implemented the S3 Passenger platform for EFE Central's mainline services. Developed by Sqills, a subsidiary of Siemens Mobility, S3 Passenger is an AI-enhanced Software-as-a-Service (SaaS) platform for dynamic pricing, reservations and inventory management for long-distance rail and bus operators. The platform has been live since 22 July, giving EFE the tools to put the passenger experience at the centre by offering a simpler, faster and more personalized way to buy tickets and plan a journey by train. The implementation was completed in just six months – an exceptionally fast timeline for a system of this scope and criticality – and marks the first S3 Passenger deployment in South America.

“We are honored to be a trusted partner in EFE's digital transformation journey. By implementing S3 Passenger, EFE is equipped with the operational agility needed to scale their services and meet the growing demand for rail travel in Chile – supporting them in tripling ridership by 2030. For passengers, this means a

seamless and flexible end-to-end digital experience, from booking, reservations and modifications in real-time”, says **Devina Pasta, CEO Siemens Mobility Software**.

“Every journey begins long before boarding a train. It begins with planning, with buying the ticket, and with the peace of mind of managing every detail with ease. That is why we are renewing the way people engage with rail - offering a simpler, more comfortable and more personalised experience, and moving towards self-service for tickets with an improved after-sales experience. This new platform lets us move towards a more modern, inclusive service, centred on the needs of our passengers”, said **Paula Fernández, Passengers Director at EFE Central**, who led the S3 Passenger implementation project.

An improved and more personalised passenger experience

With S3 Passenger, passengers benefit from a clearer and quicker purchase process, as well as more transparent information and tools to make planning a trip easier. They also gain access to self-service options and greater autonomy to manage tickets, change bookings or request assistance when needed, all in a more straightforward and timely way. S3 Passenger allows EFE to offer passengers new possibilities for their train journeys. Passengers can add extra services such as additional baggage, travelling with a pet, a preferred window seat, a meal or a seat upgrade. They can also purchase a single ticket for connecting journeys, for example when travelling through to Constitución from any point of origin, or buy a seat for a child travelling with a parent. S3 Passenger also brings improvements to EFE’s commercial offers and operational efficiency: the operator now has the ability to issue vouchers and run promotional fares, and the platform replaces manual processes such as cash management at stations, freeing staff to focus on passengers. The new platform also reinforces inclusion and accessibility, with spaces designed for specific needs, including dedicated areas for passengers using wheelchairs. This ensures every passenger can travel comfortably and safely.

Setting a new benchmark for passenger transport in South America

The project modernises the digital backbone of EFE Central's major services, including the Chillán line, Talca-Constitución and tourist trains. By adopting S3 Passenger, EFE aligns its technology with leading operators worldwide, such as Renfe or SNCF, signalling growing momentum across Latin America to modernise rail and bus passenger transport.

Building on Siemens Mobility's footprint in Latin America

Siemens Mobility is a leader in Latin America through landmark projects that are driving the modernization and digital transformation of rail transport. Having built the continent's first fully automated metro line (GoA4), the company continues to set new standards with some of the most advanced electrification, automation, and digitalization initiatives across Latin America. Through these projects, Siemens Mobility is making a significant contribution to the efficiency, safety, and sustainability of rail transport throughout the region. Just recently, in a groundbreaking move for railway infrastructure development in Chile, Siemens Mobility has been awarded by EFE Trenes de Chile to implement the first ETCS Level 2 project in the country.

This press release as well as press pictures / further material are available at <https://sie.ag/7RbRDh>

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For further information about Siemens Mobility, please see

www.siemens.com/mobility

Siemens Mobility is a separately managed company of Siemens AG. As a leader in intelligent transport solutions for more than 175 years, Siemens Mobility is constantly innovating its portfolio. Its core areas include rolling stock, rail automation and electrification, a comprehensive software portfolio, turnkey systems as well as related services. With digital products and solutions, and the use of industrial AI, Siemens Mobility is enabling mobility operators worldwide to make their infrastructure intelligent, increase value sustainably over the entire lifecycle, enhance passenger experience, and guarantee availability. In fiscal year 2025, which ended on September 30, 2025, Siemens Mobility posted revenue of €12.4 billion and employed around 43,400 people worldwide. Further information is available at: www.siemens.com/mobility