



Customer Story

TéléCharmey

TéléCharmey SA took over the Val-de-Charmey mountain railway in August 2019, giving it a new lease of life. The new company offers sustainable, authentic, local, and contemporary experiences. The round-the-clock sale of vouchers and tickets with e-guma is an important component of this vision.

In November 2019, just in time for the Christmas season, TéléCharmey began to sell vouchers and tickets online and on site via e-guma. The range of vouchers extends from value vouchers and gondola rides to paragliding flights and combined offers for skiing and swimming - so there is a gift to suit everyone. And that's not all: TéléCharmey recognised the importan-

ce of a unique guest experience even before the official reopening of the mountain railway, and, in addition to the online sale of vouchers, also implemented ticket sales online via e-guma. Visitors can obtain their tickets online ahead of their stay and print them out immediately, keeping them to hand on their smartphone or loading them directly onto SwissPass. Visitors can then enjoy immediate access to the trains via the turnstile. Thanks to e-guma, waiting times are a thing of the past. Sophie Nidegger, who was responsible for the implementation of e-guma for TéléCharmey, emphasises in particular the excellent support provided by the e-guma team throughout the entire project and beyond.



In our opinion, e-guma's greatest strength is its customer service, which is particularly high-quality, fast and friendly. Questions are processed quickly and professionally, and we are very grateful for this.

Sophie Nidegger, Projektassistentin