Press release
IVU Traffic Technologies AG

IVU develops incident management system for KKI – Kompetenzzentrum Kritische Infrastrukturen GmbH

Specialised solution based on IVU.workforce for incidents, emergencies and crises

Berlin, 5 February 2015 – Excavation work damages a gas pipe, a power cut plunges a whole neighbourhood into darkness, or hundreds of households are without drinking water – in cases like these, a rapid response is important. The Berlin-based Competence Centre for Critical Infrastructures GmbH (KKI) operates an emergency hotline service for supply companies and local authorities which can be called round the clock, seven days a week, and which will immediately initiate the appropriate measures. An order has now been placed with IVU Traffic Technologies AG for the development of a powerful IT system for the deployment of crisis management personnel.

The specialised incident management system is being developed in close cooperation between the two companies on the basis of the standard software IVU.workforce. When a call comes in, the personnel at the control centre enter the key data using an input mask and, depending on the incident or customer process, they can then alarm one or more emergency services. In order to achieve this, an intelligent algorithm determines the nearest available emergency response personnel with the appropriate qualifications on the basis of the stored data and using a standardised search technique. This makes it possible to ensure that response personnel arrive at the location within 30 minutes of a gas incident being reported, in compliance with the requirement of DVGW (German Technical and Scientific Association for Gas and Water). If necessary, the software can also be used to establish a direct telephone link to the appropriate fire station, police station, or an associated service company.

Customers of KKI include the Berlin energy utility GASAG, Network Berlin-Brandenburg (NBB), and Oranienburg Municipal Utilities, as well as local authorities, operators of biogas plants, and additional municipal utilities all over Germany. IVU.workforce is used by numerous supply companies.

“The joint objective of KKI and IVU is to develop a solution which helps municipal utilities and supply companies in their management of incidents, emergencies and crises so that they are able to respond rapidly and efficiently, integrating various sectors and areas of expertise”, says Matthias Rust, responsible member of the management team of IVU Traffic Technologies AG. Stephan Boy, Managing Director of KKI GmbH adds “We offer reliable,
practically-oriented 24/7 solutions in the field of safety-relevant processes and for our successful further development we need a strong IT partner. The key factor for us was therefore the many years of experience IVU has gained in the development of safety-relevant software solutions in the field of energy supplies and for public transport.”

Based on IVU.workforce IVU Traffic Technologies AG develops a new system for the control centre of KKI GmbH. (Source: KKI GmbH)

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KKI – Kompetenzzentrum Kritische Infrastrukturen GmbH (KKI GmbH) is a certified consultancy and service provider specialising in incident, emergency and crisis management for supply-line infrastructures in the energy and water sectors. Customers include municipal utilities, associations of water and wastewater management companies, network operators, local authorities, housing companies, and the manufacturing and business sectors.

IVU Traffic Technologies AG has been working for 40 years with 400 software engineers to ensure that transport in the world’s major cities operates reliably and on time. People and vehicles in expanding cities are continually on the move – a logistical challenge which calls for intelligent and reliable software systems. The standardised software products of the IVU.suite and tailor-made IT solutions are used to plan, optimise and control the scheduling of vehicle fleets and personnel. Other systems support the choice of branch locations or ensure that election results are determined correctly.

IVU. Systems for vibrant cities