

# IVU.cloud SOFTWARE AS A SERVICE

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**SOFTWARE AND  
OPERATIONS  
MANAGEMENT FROM  
A SINGLE SOURCE**

Powerful standard  
products, professional  
support and reliable  
hosting.

# IVU.cloud SOFTWARE AS A SERVICE

Scalable, safe, high availability – and always up-to-date.

Our standard software solutions IVU.suite and IVU.rail can now also be operated according to the software-as-a-service model. This takes the strain of technical operations management off our customers and puts it in hands that know our products inside out: ours.

In terms of performance, availability and data security, IVU.cloud is on a par with the locally installed variants of IVU.suite and IVU.rail in every respect. It can be seamlessly integrated into your existing IT landscape. Fully encrypted protocols ensure data security.

With our systems, we help our customers to move people. If the amount of work starts to grow, such as when new routes or lines are added, IVU.cloud adapts quickly and easily in line with the new requirements. This allows transport operators to stay flexible and to save time and money.

The benefits of IVU.cloud at a glance:

- **IVU.cloud provides software and operations management from a single source**  
We know our software better than anyone and can take on the technical aspects on behalf of our customers.
- **Secure data storage**  
We collaborate with certified European data centres.
- **Dynamic adjustment to changing requirements**  
Our cloud solution is scalable and adjusts to meet our customers' needs.
- **Always up to date**  
If we host the IVU software you use, you can be sure that it is in good hands and the latest updates and releases will be in place straight away.
- **Smooth operations**  
High data availability ensures interruption-free processes.

# IVU.cloud SERVICE OVERVIEW

## SERVICE COMPONENTS



## SERVICE LEVEL

Service level	Guaranteed availability	Guaranteed response time	Service time	Restore time in event of interrupted operations
<b>PLATINUM</b>	> 99.8%	30 min	24/7	4 hours
<b>GOLD+</b>	> 99%	2 hours	6:00 a.m.–8:00 p.m. Mon.–Sun.	6 hours
<b>GOLD</b>	> 99%	2 hours	6:00 a.m.–8:00 p.m. Mon.–Fri.	6 hours
<b>SILVER</b>	> 97%	4 hours	8:00 a.m.–5:00 p.m. Mon.–Fri.	8 hours

## Services

IVU.cloud complements the IVU range and adds application management and technical operations management to IVU.suite's software and hardware offering. We can host our customers' IVU software directly, enabling them to enjoy the benefits of cloud computing. We offer four different service levels, meeting the specific requirements of our different customers.

### ■ DATA SECURITY AND BACKUP

Our customers' sensitive data requires the best possible protection. That is why we offer IVU.cloud solely as a solution in line with European data-protection directives and ISO 27001. All system access and file transfers are fully encrypted and protected by firewalls, VPN connections or login via Citrix. This also enables the smooth connection of printers in the customer network. Depending on the service level selected, we will also design the servers redundantly in a cluster or as a standby system and store the backup in geo-redundant fire protection zones if requested.

### ■ DATA CENTRE

All service levels include hosting in a C5-certified data centre and are therefore compliant with current security requirements. In addition to protection against the elements (fires, floods, storms), a redundant, uninterruptible power supply is also included. Mains connection is ensured by the multiple redundant direct connections to major European hubs.

### ■ AVAILABILITY

Depending on the service level, we also offer various availability levels. With guaranteed availability rates of at least 97% up to >99.8%, we offer the right solution for every operational requirement. The same applies with regard to response, troubleshooting, and service times, which we offer accordingly in three categories. The geo-redundant servers and extensive recovery options ensure guaranteed availability of the customer environment in the event of an emergency.

### ■ TECHNICAL OPERATIONS MANAGEMENT

With IVU.cloud, we work in close coordination with our customers' specialists to take on all aspects of technical operations management, from user administration, maintenance of the system environment and installation of releases, service packs, patches and hotfixes to system hardening and debugging.

### ■ TECHNICAL SUPPORT

With IVU.cloud, we guarantee continuous operation of all software components at all three service levels. Functional support remains directly in the hands of the customers and users of the software but can be taken on by IVU as required. IVU handles technical support for the overall system.

### ■ SCALABILITY

Requirements for processing power are bound to change. This could be because your company is growing, or it could be due to seasonal factors, such as during planning periods for changes to timetables. With IVU.cloud, we can flexibly adjust usage-dependent services to suit requirements and make resources available in an economical way.

### ■ SECURITY

We give top priority to IT security for the operating environment. Our wide network of experts enables us to identify threats early and fend them off effectively. We follow the ISMS principles and carry out regular vulnerability assessments and recovery exercises. When it comes to important work of this type, we keep in close contact with our CISO at all times and comply with the requirements of ISO 27001.

## MADE IN GERMANY USED INTERNATIONALLY



### SJ SWEDEN

As part of a long-standing partnership, SJ dispatches all its trains and more than 3,000 employees with the standard system IVU.rail from IVU.cloud.



### TRENITALIA ITALY

Through the powerful optimisation cores of IVU.rail, hosted in IVU.cloud, Trenitalia benefits from more efficient vehicle deployment and more cost-effective duties.



### CFL LUXEMBOURG

Luxembourg's CFL uses the integrated planning, dispatch and fleet management of the IVU.suite in the IVU.cloud.



### SBB CARGO SWITZERLAND

Thanks to IVU.rail, SBB Cargo can make the most of all its resources, while IVU.cloud takes care of regular updates and new releases.



### VR FINLAND

VR Group, the Finnish state railway operator, uses the planning and optimisation tools of the standard system IVU.rail, fully hosted in IVU.cloud.