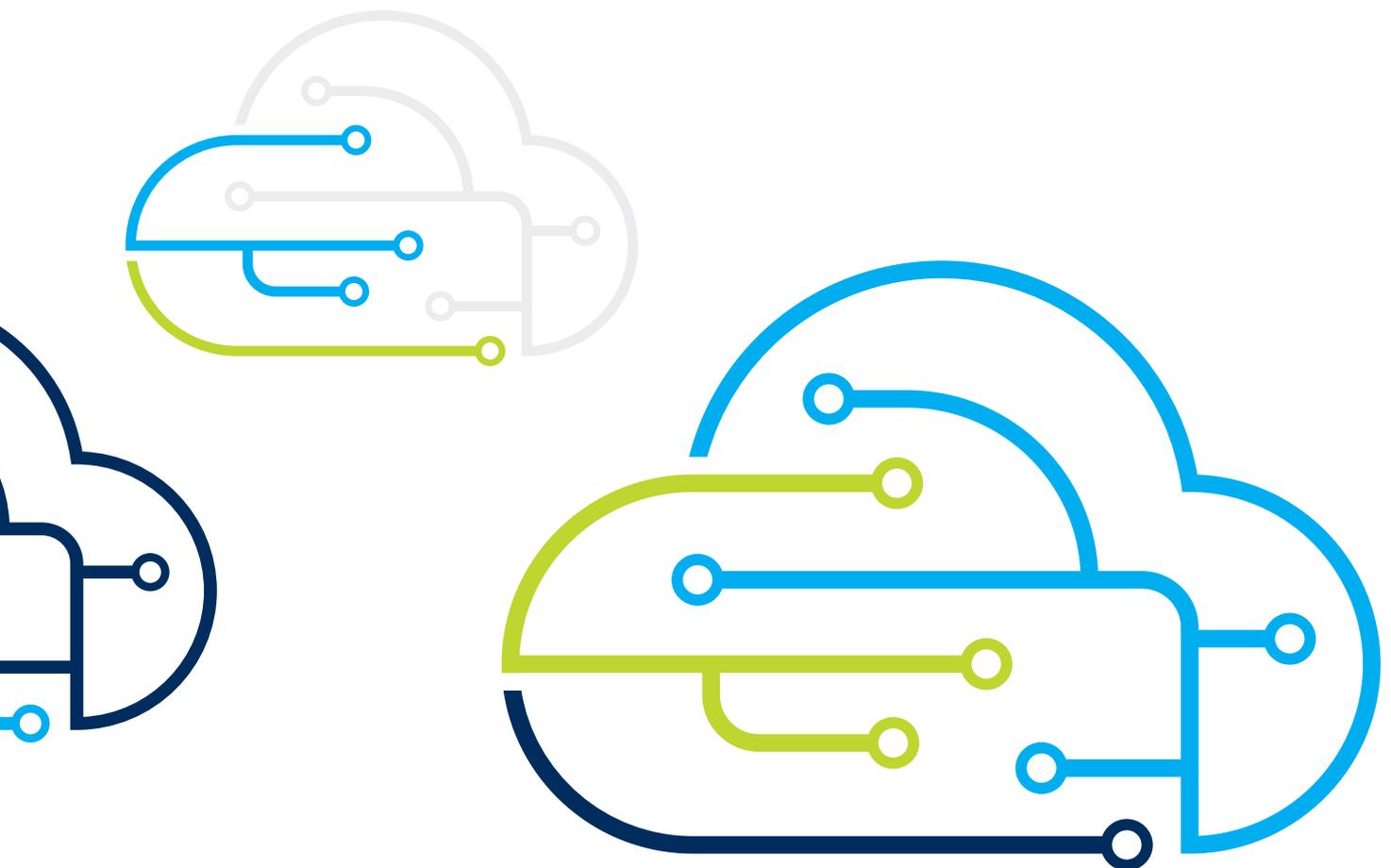


IVU.cloud SOFTWARE AS A SERVICE





SOFTWARE AND HOSTING FROM ONE TRUSTED SOURCE

Powerful standard products,
professional support and
reliable hosting.

IVU.cloud

SOFTWARE AS A SERVICE

Secure, reliable, scalable — and always up to date.

IVU's standard software products, IVU.suite and IVU.rail, are now also available as software-as-a-service solutions. This relieves our customers of technical operations management and puts it in hands that know our products inside out: ours.

Regarding performance, system availability and data security, IVU.cloud is in every respect on a par with local installations of IVU.suite and IVU.rail. IVU.cloud integrates seamlessly into your existing IT landscape while fully encrypted protocols ensure data security.

Our systems were developed with the needs of our customers in mind. If the scope of your tasks suddenly becomes bigger, for instance when new routes or lines are added, IVU.cloud grows quickly and easily with your requirements. This enables you to remain flexible while saving time and money.

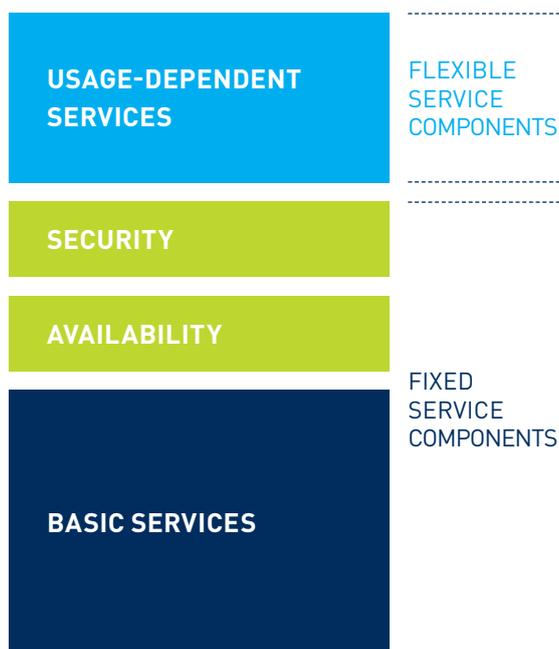
The benefits of IVU.cloud at a glance

- **Smooth operations**
High data availability ensures that processes will not be interrupted.
- **Secure data storage**
We collaborate with certified European data centres.
- **Dynamic adjustment to changed requirements**
Our cloud solution is scalable and adjusts to meet the needs of our customers.
- **Always up to date**
With IVU.cloud, you can rest assured that the latest updates and releases are always readily available.
- **IVU.cloud provides software and hosting from a single source.**

IVU.cloud

SERVICE OVERVIEW

SERVICE COMPONENTS



SERVICE LEVEL

Service level	Guaranteed availability	Guaranteed response time	Service time	Maximum data outage for backup/restoration
PLATINUM	> 99.8 %	30 min	24/7	15 min
GOLD	> 99 %	2 hrs	6am–8pm Mon-Fri	1 hr
SILVER	> 97 %	4 hrs	8am–5pm Mon-Fri	1 day

SERVICES

IVU.cloud rounds off the IVU range. With this software-as-a-service solution, our IVU.suite software and hardware is supplemented by technical operations management. It enables our customers to leave the hosting of their IVU software entirely to us while taking advantage of the benefits of cloud computing. Three different service levels are available, meeting the various requirements of our customers.

■ DATA SECURITY AND DATA BACKUP

Our customers' sensitive data needs the best possible protection. That is why we offer IVU.cloud solely as a solution in line with European data-protection directives. All system access is fully encrypted. Using our secure, firewall-protected VPN connection, files can be transferred and printers can be connected on the customer network without concerns.

Depending on the selected service level, the servers can be designed redundantly in a cluster or as a standby system. The backups can be stored in separate fire protection zones upon request.

■ DATA CENTRE

All service levels comprise hosting in a tier 3–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. Internet connection is ensured by the multiple redundant direct connections to major European hubs.

■ AVAILABILITY

Depending on the service level selected, IVU.cloud

SERVICE ELEMENTS

OPERATIONS MANAGEMENT

Network
Server hardware
Climate control
Power
Monitoring and reporting

INTEGRATION

Network connection
Interfaces to peripheral systems

DATA SECURITY

Firewall
Authentication
Authorisation

DATA BACKUP AND RESTORATION

Backup recovery
Disaster recovery

SCALING, LOAD BALANCING

Dimensioning for peak loads such as release tests, optimisations or specifications

SUPPORT

Functional 2nd-level support
Technical 1st and 2nd-level support

AVAILABILITY

At least 97% up to $\geq 99.8\%$ (depending on agreement)

ADDITIONAL ENVIRONMENTS

Optimisation
Specifications
Release tests
Scenario planning

offers a range of guaranteed availability levels from 97% up to $\geq 99.8\%$. Response, troubleshooting and service times are offered accordingly in three categories, meeting the diverse operational requirements of our customers.

■ TECHNICAL OPERATIONS MANAGEMENT

With the installation of IVU.cloud, IVU staff takes on all aspects of technical operations management for you in close coordination with your specialists. This includes user administration, maintenance of the system environment, installation of releases, service packs and hot fixes as well as debugging.

■ TECHNICAL SUPPORT

With IVU.cloud, we guarantee continuous operation of all software components in 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 system as a whole.



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