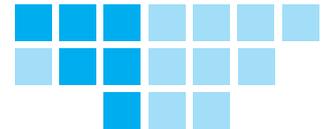


IVU.pad at Bus Ostschweiz



DIGITAL WORKFLOW - FROM PLANNING TO DRIVING



INITIAL SITUATION

With buses from RTB Rheintal Bus, WilMobil and BUS Sarganserland Werdenberg, as well as the AOT Autokurse Oberthurgau, BUS Ostschweiz AG (BOS) is the face of public transport between Lake Constance and Lake Walen, as well as in the Wil region. More than nine million passengers use the company's transport offer each year, taking advantage of a route network that extends over 440 kilometres. The company has been using IVU.suite products since 1999 to ensure the efficient deployment of its 120 vehicles and 260 drivers. In order to advance the modernisation and digitalisation of the employee communication, BOS is now introducing the IVU.pad.

OVERVIEW

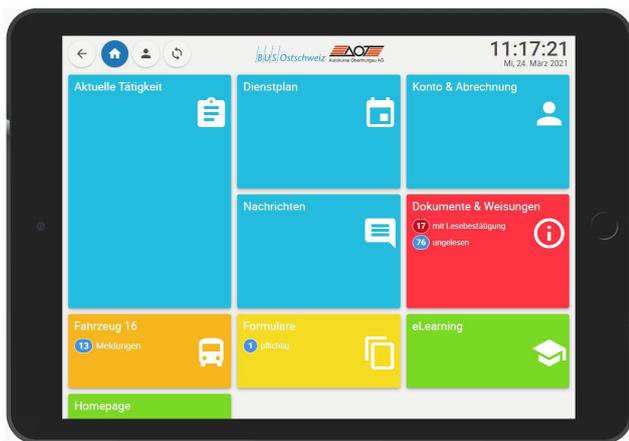
Employees	> 300, with 260 drivers
Vehicles	120
Transport services	9 million passengers / year 7 million vehicle kilometres
Operations	Regional and urban bus transport
Objectives	Standardised planning processes Digitalised employee communication Configurable system
Special features	Multiple operations with different processes Different locations Comprehensive user concept Connected to IVU.suite planning processes
IVU products	IVU.timetable, IVU.run, IVU.duty, IVU.vehicle, IVU.crew, IVU.pad

OBJECTIVES

In light of increased dispatch requirements, which could not be fulfilled by the previously used mobile solution, BOS was faced with the decision of whether to further develop the existing application or to introduce a new product. The app should integrate harmoniously into the existing IT system, and enable more efficient employee communication. There was a particular focus on the configurability of the system, as well as the swift transmission of damage reports with better integration of the workshops.

SOLUTION

Based on their positive experiences with other products in the integrated IVU.suite, BOS decided to switch to a new system with the IVU.pad. With IVU.timetable, IVU.run, IVU.duty and IVU.crew the company already had a standardised planning and dispatch system for vehicles and personnel, including numerous automated features for the duty schedule optimisation.



The IVU.pad shows the driving personnel all relevant information and documents on the app's homepage.

The IVU.pad directly connects to these planning processes and the personnel dispatch, and through this enables continuous integrated data transmission. This means that planners, dispatchers, and drivers can react more quickly and flexibly to changes in the operation and company thanks to the configurability of the IVU.pad.

The drivers automatically receive all relevant information and documents on the app's homepage. The drivers can then transmit messages such as damage reports to the maintenance workshops immediately, as

well as sending them to planning and dispatch. The mobile app displays important information on the homepage via push notification. IVU.pad also has complete offline capability: As soon as there is a network connection it updates itself automatically, so it always displays the most up-to-date information on duties and operations.

Thanks to a comprehensively configurable user group concept, IVU.pad can be optimally adjusted to the individual requirements of the individual locations and user cases. The users then only see the data that is actually relevant for them.

OUTCOME

Thanks to the introduction of IVU.pad across the entire company at all locations for the timetable change 2020/2021, BOS can now plan its bus transport even more efficiently and flexibly. The IVU.pad is seamlessly integrated into IVU.suite's existing planning system, and ensures a continuous digital workflow.

The drivers profit from clear duty instructions and improved communication options with the control centre and the workshops, while planning and dispatch can react more quickly to changes or disruptions.

"IVU.pad has been an extraordinary help for our drivers and dispatch and has been met with a very positive response from our employees. The close collaboration between BOS and IVU during the introduction also contributed to this. This allowed us to identify key requirements early on and incorporate them into product development."

Andreas Deterling

Manager, Supply and Development | Bus Ostschweiz AG