

IVU.suite at Aargau Verkehr

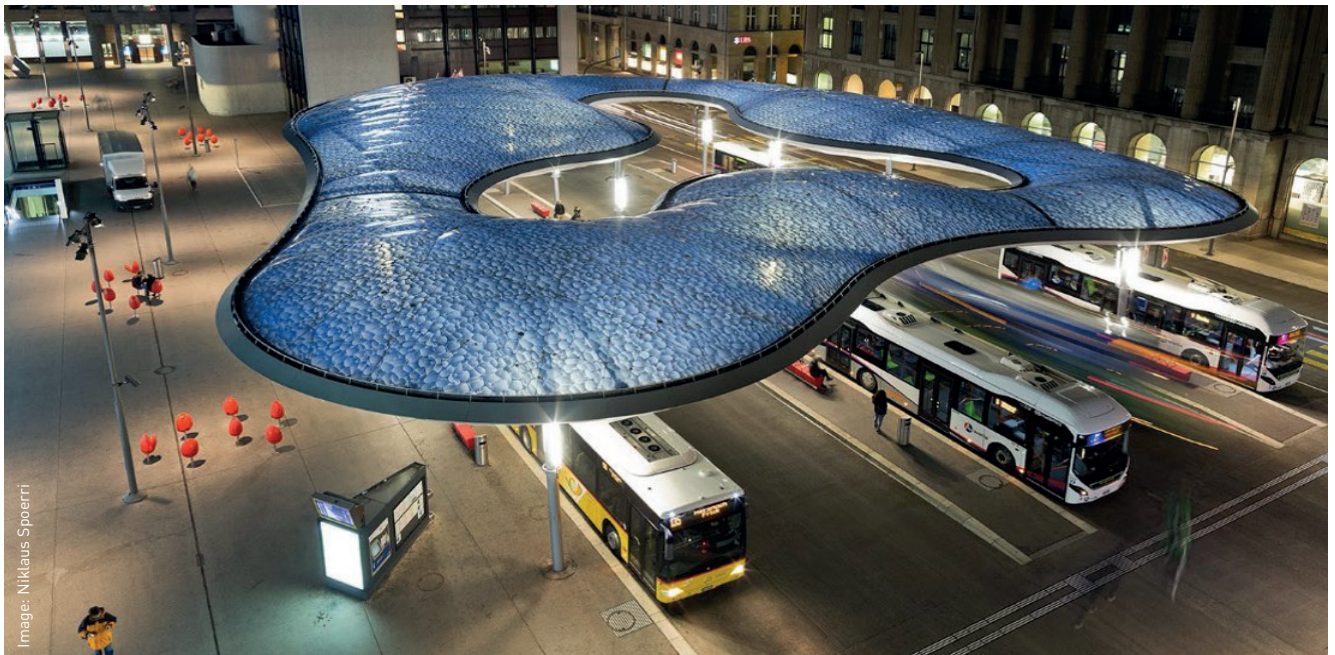


Image: Niklaus Spoerri

MOBILE EMPLOYEE COMMUNICATION BY TABLET



INITIAL SITUATION

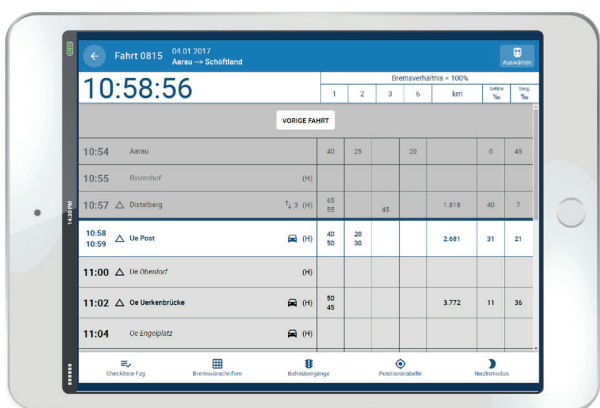
Large notice boards and operating information that had to be retrieved from various file systems: the drivers at Aargau Verkehr AG (AVA) in the Swiss canton of Aargau had only restricted, local access to information and had to rely on the manual exchange of paper documents. Dissemination of information was a cumbersome, logistically complex process. The same applied to documentation about providing the information.

OVERVIEW

Employees	350, including approx.180 drivers
Vehicles	23 trains, 35 buses
Transport Services	5.9 million train passengers per year 1.5 million train kilometres 7.8 million bus passengers per year 2.4 million bus kilometres
Operations	Urban and regional transport
Objectives	Make current information available to drivers more quickly Use waiting and turn times for information, e-learning and communication Lower printing and logistics costs Individual, straightforward evaluation of all activities Improve internal communication
Specific Details	Different requirements for train/bus Short project duration
IVU products	IVU.timetable, IVU.run, IVU.duty, IVU.crew, IVU.pad

OBJECTIVES

AVA aimed to provide drivers with more up-to-date information faster and with less logistical complexity. A tablet solution was intended to enable drivers to use waiting and turn times for information, e-learning and communication. At the same time, operating information individually tailored to the respective driver was to be made possible, thus helping to ensure increased employee satisfaction.



With the IVU.pad, everything is to hand: any time, anywhere.

SOLUTION

AVA opted for the IVU.pad as a result of its good experience with other IVU.suite products and the straightforward connection to planning products such as IVU.crew. This 'digital workplace', designed as a tablet app, contains all the information that the approx. 180 bus and train drivers need for their duty.

The IVU.pad displays current, personalised messages on upcoming journeys and vehicles and automatically synchronises all important documents. In addition, the IVU.pad gives drivers optimum support in their day-to-day work with a dynamic timetable for rail operations, and will also include damage assessment and an e-learning module in future.

In the next expansion stage, AVA's drivers will also be able to use the IVU.pad to enter their working hours on the move, submit holiday requests and view current messages from the dispatching unit.

The integrated interfaces connect the IVU.pad to the corresponding peripheral systems and ensure seamless data transfer. The various information obligations in bus and rail transport are also taken into account.

OUTCOME

The IVU.pad was rolled out smoothly within just 6 months. It has been very well received by the drivers, who are also permitted to take it home. Further functions of the IVU.pad will be gradually implemented in the subsequent project phases. These include damage reports, an e-learning module and functions of the employee portal of IVU.crew, like the duty sign-on.

"We were already a satisfied customer of the IVU.suite products for planning our staff deployment. This positive experience has continued in the IVU.pad project."

Pierino Guardiani
Head of Operations Rail | Aargau Verkehr AG

"With the IVU.pad, we can digitalise the entire work flow of our drivers. All the key information is available in fully electronic format. This saves lots of time and paper and ensures more efficient processes and more up-to-date information. There was also the opportunity to help shape the IVU.pad during product development, and we have clearly benefited from this."

Andreas Kleiner
Head of Dispatching/Planning | Aargau Verkehr AG