



# ACHIEVING GOALS TOGETHER

How ASEAG and IVU keep Aachen on the move

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**Public transport in Aachen involves various challenges. Demand for transport in the university city near Germany's border is high. Each day, ASEAG carries around 220,000 people on a route over 1,200 kilometres long – only using buses.**

Aachen city centre, the Elisenbrunnen fountain: the city's central transport hub is a hive of activity. Near the cathedral and the large pedestrianised zones and shopping arcades, numerous routes lead to the bus stops on the left and right of the road outside the famous colonnade. Buses arrive and set off again every few seconds. Optimum coordination is required to ensure everything runs smoothly. A traffic jam here would be fatal. With this in mind, the ASEAG control centre monitors the exact location of the individual vehicles and intervenes promptly as required.

Unlike many other major cities, Aachen does not have a tram or underground railway system. All of the university city's transport needs are covered by road. Over 250,000 residents and thousands of daily visitors from the surrounding Aachen district and the neighbouring communities in the Netherlands and Belgium are on the move in the border city every day – from the main railway station to the cathedral, from the bus station to the office or from one RWTH

Aachen University campus to the other. More than 65 million passengers used ASEAG last year.

### Partner for innovation

To meet the growing demand for transport, ASEAG started looking for innovative solutions at an early stage. They have been working on this with IVU since the late 1980s. This is when they began to jointly develop a new control-centre software package intended to enable dispatchers to respond to disruptions more quickly and precisely. Much of what IVU.fleet now contains arose from the development partnership between ASEAG and IVU.

Over the years, the companies have built up close contacts and a stable relationship of trust. "We have got to know each other really well in the course of our various projects. Some aspects of personal contact also go beyond daily maintenance and support," reports Frank Standke, head of the Information Technology department at ASEAG. One reason for this is the fact that over so many years, conflicts inevitably occur from time to time: "Here, the experts solve problems together. I think this is an important sign of close collaboration," says Michael Carmincke, Managing Director of ASEAG. Ultimately, it always comes down to finding solutions to existing challenges.

**ALL OF THE  
UNIVERSITY CITY'S  
TRANSPORT NEEDS ARE  
COVERED BY ROAD.**





Matthias Rust, Member of the Executive Board

Dear readers and  
IVU customers,

Public transport is constantly changing. Development is driven by new technologies and possibilities as well as passengers' expectations. Reliable partnerships help to overcome the associated challenges and take advantage of the opportunities. Solutions for the transport of tomorrow arise through mutual dialogue.

In our title story and an interview with Mr Carmincke, you can see how ASEAG has been enhancing public transport and staying innovative in conjunction with IVU for many years. On the following pages, we also present further projects that we are carrying out with our customers, shed light on our research and report on what's new at IVU.

To many of you, I'm new, too. I became IVU's second Management Board member in November, joining Martin Müller-Elschner. However, I'm not completely new: I started working at IVU back in 1993. You can find out more about me and about the changes to the Management Board in the article on page 11.

Some of you may recognise my face from previous user forums. Our annual customer event will be held next month, again in Berlin, and I would like to extend a warm invitation to you. I look forward to introducing myself to you in person!

Best regards

Matthias Rust

These days, ASEAG uses numerous IVU systems. In addition to the fleet-management system IVU.fleet, the transport operator also uses IVU.ticket.box with the IVU.cockpit operating system, which shows drivers the current timetable situation and organises communication with the control centre. ASEAG manages its fare data with IVU.fare, and uses IVU.realtime to supply the approx. 60 digital passenger-information displays at stops throughout the city with real-time data from up to 356 vehicles.

IVU's standard systems are now also in use at ASEAG: "When we introduce new versions, standardisation is an increasingly important factor," says Michael Carmincke. "This applies to every aspect of IT, and chiefly comes down to cost reasons."

Research on transport of the future

However, the joint search for innovative approaches continues. Extensive digitalisation now provides totally new opportunities for managing transport efficiently. In 2014, ASEAG became the first IVU customer to combine analogue voice radio with digital data radio. This development stemmed from requirements of ASEAG.

Last year, the transport operator started providing its customers with door-to-door navigation with a real time trip companion with the current

version of the ASEAG mobil app. Passengers thus receive details of their connections on their smartphone during their journey. If a delay occurs on a particular route during travel, the app automatically recommends alternatives.

The app is also available to other IVU customers as IVU.realtime.app. The new functions arose from the collaboration between ASEAG, IVU and other partners in the Mobility Broker research project. This project ended in May 2016 after running for just under three years. It resulted in an app that combines all mobility services of a region – including booking and settlement with a single login.

ASEAG and IVU will continue to enhance mobility for Aachen and the region in future. "The digitalisation of local transport is here to stay," says Michael Carmincke. "The changed mobility market puts us up against totally new market players. At the same time, our customers also expect innovations from us."

EXTENSIVE DIGITALISATION  
NOW PROVIDES TOTALLY  
NEW OPPORTUNITIES FOR  
MANAGING TRANSPORT  
EFFICIENTLY.

ASEAG therefore has signed a declaration of intent with the North Rhine-Westphalia Ministry of Transport to step up digitalisation in public transport. What is more,

ASEAG will be launching a modern e-ticketing and fare-management system this year. This will give customers in Aachen a further opportunity for flexible mobility. ■



# KEEPING AN EYE ON THE COMMON GOAL

An interview with Michael Carmincke, Managing Director of ASEAG,  
and Frank Standke, head of the Information Technology department at ASEAG

**ASEAG and IVU have been working together for a long time. ASEAG now uses a whole host of IVU products. What has been your experience of the collaboration?**

**Standke:** I've been at ASEAG for nearly 14 years, and have known IVU from day one. The collaboration has been a hugely positive experience so far. By engaging with reliable contacts, you build up a very close, partnership-based relationship.

**Carmincke:** We definitely benefit from Aachen being an IVU location. It's a convenient place to drop by and get together, which I really appreciate.

**What do you expect from your suppliers?**

**Carmincke:** At the outset, we received solutions very much geared towards us. Now, the trend is increasingly towards standardised products. This naturally shifts the onus for discussion to us. Previously, we expected flexibility from the software manufacturer who developed the

**WE EXPECT TO SEE THE ADVANTAGES OF THIS DEVELOPMENT – FOR EXAMPLE, FAST RESPONSE TIMES AND A HIGH LEVEL OF FUNCTIONALITY – RIGHT FROM THE START.**

product in line with our ideas. This is now changing. Accordingly, our quality expectations are also higher. We expect to see the advantages of this development – for example, fast response times and a high level of functionality – right from the start.

**Are your expectations being fulfilled?**

**Carmincke:** With IT and software, it's the same as with public transport and football: there's always something to grumble about.

**Standke:** When the standard system was launched there were definitely technical problems at the outset that surprised us as well. Nevertheless, with our good contacts, we always got through quickly, occasionally even getting in touch via WhatsApp.

**Carmincke:** We were not 100% satisfied with the launch itself, but were delighted with the way in which problems were solved. The long-standing collaboration came into its own here. I believe that for a functioning customer/supplier relationship, it's always important not to lose sight of the common goal.

**With the latest version of the ASEAG mobil app from IVU, you have been providing your customers with a dynamic trip companion and door-to-door navigation since last year. In your view, how important is innovation to public transport?**

**Carmincke:** In my view, innovations will be market-defining. We now have more than 100,000 downloads of ASEAG mobil to iOS and Android. That is a huge amount for a regional application and shows what great demand there is for digital information. However, we can't say exactly how many customers and extra income we have gained from this. These things work differently in public transport than with a new car model or a new smartphone. Even so, I firmly believe that we will jeopardise our position in the regional market in the long run if we do nothing. Others will come along and offer it instead. Take distribution systems, for instance: you may well have get cheap public-transport tickets on Amazon for Christmas at some point. That's why we need innovations, in order to keep our regional advantage – contact with the customer.

**What role does the supplier play for you in developing ideas as to what more could be provided for the customer?**

**Standke:** We've already had many ideas of our own, and we obviously want to be able to respond for our own market. And we expect the supplier to get on board promptly and deal with issues on an ad-hoc basis.

**Carmincke:** If you're developing innovation, that in itself is a partnership to some extent. It's about flexibility and speed here.

**Is there anything specific that you are planning with IVU?**

**Carmincke:** We're currently implementing electronic fare management with IVU and installing IVU.validator in our vehicles. We're also actively involved with ASEAG mobil and are enhancing the app.

**How do you envisage the public transport of the future?**

**Carmincke:** Intermodal, electric and requirement-oriented. There will be no more separation between car and bike sharing, public transport and long-haul transport – these will merge into each other. And those who reproduce this process for customers in the simplest and most

transparent way will have the edge. I also believe that electrification of transport in regional metropolitan areas will increase significantly. This is a key topic that we need to face up to. And the third topic, a requirement-oriented approach, is heading very sharply towards what we are doing with the NetLiner in Monschau: offering transport in off-peak periods in the region that is relatively easy to order via an app alongside conventional public transport. ■



**Michael Carmincke,**  
Managing Director of ASEAG



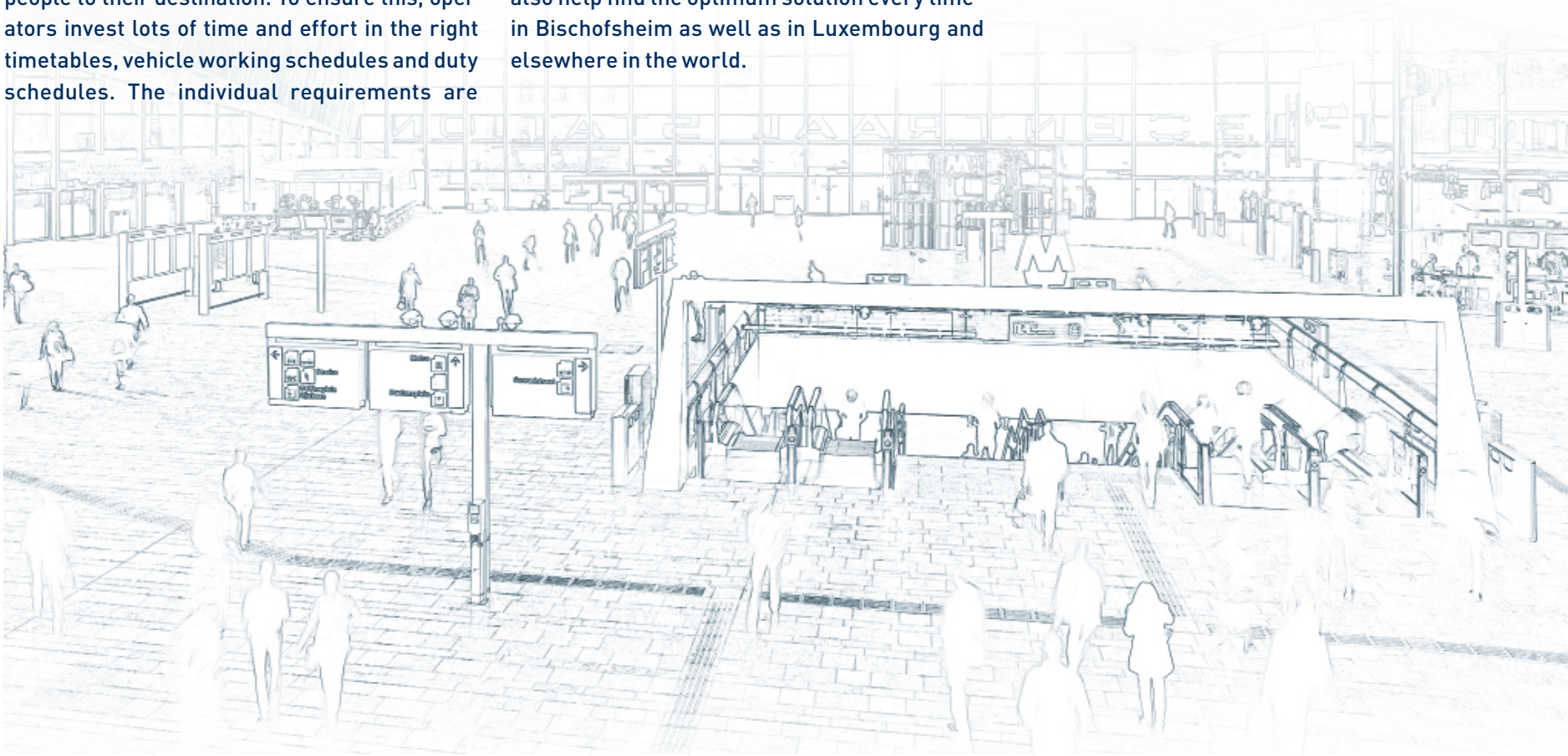
**Frank Standke**  
Head of the Information Technology  
department at ASEAG



# MOVING PEOPLE

Transport operators carry millions of passengers each year. By rail or road, in town or country – the main aim is always to reliably get people to their destination. To ensure this, operators invest lots of time and effort in the right timetables, vehicle working schedules and duty schedules. The individual requirements are

as varied as the local situations. With IVU's systems, planners are equipped for all challenges. From the outset, IVU's specialist staff also help find the optimum solution every time – in Bischofsheim as well as in Luxembourg and elsewhere in the world.



## NEW OPERATING SYSTEM IN RECORD TIME

From project launch to operational start in just six weeks – the Bischofsheim-based system provider HG GmbH received its new solution from IVU for ticketing, drive control and vehicle working control and settlement for the bus companies OVB, OSM and Klaus Hartmann in record time. This was made possible by our special implementation process IVU.xpress.

HG GmbH manages regional and school bus services with 25 vehicles in Bavaria's northernmost administrative district, as part of the Rhön-Grabfeld Transport Cooperative. Introduced in September, the IVU.ticket.box on-board computers and the IVU.control accounting system ensure efficient operation. IVU was able to provide the entire system within six weeks thanks to IVU.xpress. IVU also took on the technical operation of the system with IVU.cloud.

The IVU.ticket.box comes complete with a display and ticket printer. It controls communication on board the vehicles and connects with the control centre. The IVU solution is also capable of displaying four-digit route numbers, something that was important for Bischofsheim. The

**ALL DATA FOR TICKETING,  
DRIVE CONTROL AND VEHICLE  
WORKING CONTROL AS WELL  
AS ACCOUNTING AND SETTLEMENT  
COMES DIRECTLY FROM  
THE IVU.CLOUD.**

IVU.cockpit operating system informs drivers about stops and timetable situations, among other details. HG then subsequently evaluates the sales data with IVU.control and arranges precise settlement and revenue sharing with the

transport association and subcontractors. The complete system runs on IVU servers; all data for ticketing, drive control and vehicle working control as well as accounting and settlement comes directly from the IVU.cloud.

"The IVU engineers supported us comprehensively and gave us expert advice right from the start," said Heinz Geis, director of HG GmbH. "Thanks to the coordinated approach we could configure software and hardware precisely to fit our needs and implement them in a short time period." Dr Kerstin Wendt, the responsible division manager at IVU, added: "IVU.xpress incorporates experience that we have gained from several hundred projects. This means that we can cover individual requirements without additional development costs, and we can quickly roll out our products in a standardised process." ■



# AKN PLANNING REGIONAL TRAIN OPERATIONS USING IVU.RAIL



AKN Eisenbahn AG is a firmly established part of the Schleswig-Holstein rail sector. In order to be able to provide reliable connections between Neumünster and Hamburg-Edelstedt in future as well, the company is now introducing IVU.rail, our integrated planning solution.

Since October, AKN is handling all of its planning tasks using the system from IVU: from network planning, timetable planning and vehicle working scheduling for all trains through to duty scheduling for around 70 train drivers. "In particular, it was the integrated approach used in

IVU.rail that impressed us," says Jörg Stühling, transport planner at AKN. "We now have all relevant data required for operational scheduling in one system."

IVU.rail ensures an uninterrupted flow of data between the individual planning steps. This makes it possible for duty schedule planners to readily access data from timetable planning and vehicle working scheduling. The powerful optimisation engine assists the planners in creating balanced and efficient shifts. Also, all planning steps benefit from an automated suggestion

system that speeds up scheduling significantly. Standardised RailML interfaces ensure that data is exchanged with the various peripheral systems used at AKN without any problems.

"IVU.rail provides us with a flexible, future-proof solution that prepares us for the increasing requirements being placed on our company in an optimum manner," said Wolfgang Seyb, sole managing director of AKN Eisenbahn AG. Martin Müller-Elschner, CEO of IVU, added, "We are pleased that we are expanding our partnership with AKN further and now are also providing our entire planning system. Not only does this speak well for the performance of our system, it also reflects our good customer relationships." AKN began using IVU.control, a controlling solution, for performance assessment in 2011.

AKN Eisenbahn AG was founded in 1883. Around 10.6 million passengers (2014) travel annually to and from the Hamburg metropolitan area on the trains of its three lines. In the process, the company's more than 30 trains, including 14 from the LINT 54 series of 2015, travel around 2.6 million train kilometres. With a shareholding of 50%, AKN is also a shareholder in nordbahn Eisenbahngesellschaft, which operates multiple regional rail lines in Schleswig-Holstein. ■

## THE START OF PLANNING WITH LUXTRAM

For the first time in over 50 years in 2017 there will be trams in Luxembourg City. IVU is involved from the very beginning. We are delivering our standard solution, IVU.suite, for the planning and dispatch of the new Luxembourg Tram's vehicles and personnel. We are already supporting preparations in order to ensure that operations start smoothly.

The Luxembourg tram is the environmentally friendly, comfortable and modern solution to growing transport needs in the European capital. The new trams will help to reduce amounts of heavy traffic and enable rapid connections between important destinations. In its final expansion stage, the 16 kilometre long route will stretch from the airport via the city centre to Cloche d'Or. The opening of the first section in the Kirchberg area of the city is already planned for the end of 2017.

The planners are already using IVU.suite to help them develop the first timetables and deployment scenarios. The last tram in Luxembourg was decommissioned in 1964. This means that

there are no experiences to be drawn on, and the entire timetable planning must be created from scratch. For this, the planners first simulate the effects of multiple timetable variations in the software in order to determine the best deployment times and headways. A rule editor that is directly integrated into the program interface makes it easy to flexibly create various scenarios.

"We are working closely together with Luxtram so that the new tram will be a successful project


from the very start," said Perry Prust, the responsible division manager at IVU. "With IVU.suite, the company is optimally equipped for both the operation itself, and operation preparation." This also involves a training course for the partially French-speaking planning team. As soon as the first trams are running, the operating company Luxtram will then plan and dispatch the deployment of all vehicles and personnel with the IVU system, which features a user interface that is available in multiple languages. ■









A high-angle, wide-area photograph of Paris at night. The Eiffel Tower is the central focus, brightly lit and standing out against the dark sky. The city's lights create a dense, glowing pattern across the landscape, with major thoroughfares and landmarks like the Sacré-Cœur dome visible. The overall atmosphere is one of a vibrant, illuminated metropolis.

## EXPERTISE IN TRANSPORT

USING IVU.PLAN,  
STIF (SYNDICAT DES TRANSPORTS  
D'ÎLE-DE-FRANCE) ORGANISES  
AND MANAGES ALL PUBLIC  
TRANSPORT IN PARIS AND  
THE SURROUNDING AREA –  
1,100 LINES, 4,700 VEHICLES,  
70 TRANSPORT OPERATORS.



# THE MOBILITY OF TOMORROW

Digitalisation is moving public transport forwards – and has been for some time. Even 40 years ago, the founders of IVU were pursuing the aim of using digital systems to make buses and trains more efficient, requirement-oriented and environmentally friendly. We have been dedicated to continuously enhancing mobility

ever since. In conjunction with our partners – customers as well as universities and research institutions – we look to the future of transport and ask the relevant questions: what will be important? How can new technologies be deployed usefully? This results in systems that help to organise the transport of tomorrow today.

## USER GROUPS: DIRECT DIALOGUE

IVU products don't just arise on the drawing board. More often, they are the fruit of close collaboration between transport operators and IVU. In addition to feedback from projects with customers, there are also user groups. These are an established institution in which users and developers of IVU systems meet to engage in direct dialogue several times a year.

Organised according to six key topics, individual users report on their experience with practical application and their requirements in terms of IVU products. Together with IVU engineers, they devise solutions to common problems and develop ideas for new functions. The specialist

### IVU USER GROUPS

- Statistics
- Usability/non-functional services
- Aspects
- Personnel dispatching
- Optimisation
- Multi-tenant AVL

User groups introduce themselves at the annual user forum. Interested parties can find out more and get in touch with the groups here.

knowledge of the experts at the transport operators thus flows straight back to the developers at IVU. This makes it possible to adapt IVU's solutions to daily operations even more effectively.

User groups particularly benefit from their volume of members. The more operators that take part, the greater the wealth of accumulated experience in the individual groups. As well as enabling users to exchange tips and advice, this also allows developers to obtain a wider range of information on the various operating requirements – this ensures that enhancements of IVU systems benefit everyone rather than just a single operator. ■



● IVU.REALTIME.APP

● IVU.PAD

● M4GUIDE

● COLLABORATION

● DYNAMO

● IVU.FLEET.VIEW

● MOBILITY BROKER

● IVU.BOX.DEVICEMANAGER

● DELFIPLUS



**Interview with Dr Claus Dohmen**  
Research and Science

## RESEARCH PAYS OFF

### **IVU is constantly involved in lectures and seminars at colleges and universities. What is the aim of this commitment?**

With our lectures, we want to introduce students into the development and workings of IT systems for public transport. Our aim is to get them interested in this complex subject and encourage them to possibly make a career of it further down the line. These lectures are usually the result of our good contacts with technical colleges and universities, for example the Technical University of Ilmenau, RWTH Aachen University and Wildau Technical University of Applied Sciences, and our collaboration with the Association of German Transport Enterprises (VDV). We are therefore constantly in touch with research, and this feeds into our products.

### **As a partner in research projects, IVU is actively involved in developing new solutions for public transport. To what extent does product development benefit from this?**

Research projects like DYNAMO and Mobility Broker are chiefly intended to devise solutions for current industry-wide issues and trends and explore the feasibility of ideas. Our products obviously also benefit from the experience that we gain here. One very current example is our dis-

abled-friendly routing, which we developed from the results of the m4guide project: it will be used as a standalone solution for the first time at the international garden exhibition IGA 2017 in Berlin, guiding visitors through the exhibition site via an app.

### **What is IVU working on at the moment?**

As always, there is a wide range of tasks. All components of IVU.suite are constantly being improved and enhanced. At present, one of our main focal points is moving forward the digitalisation of transport operators. We want to make more of the opportunities presented by smartphones, tablets and wearables – for instance with the mobile control-centre workstation IVU.fleet.app for traffic managers or our IVU.pad. This also applies to communication with passengers. One of the objectives of our work is to reuse the findings from the Mobility Broker project and cover all mobility requirements of passengers in one app. In the field of standardisation, from 2017, we will be launching new projects on “digitalised mobility” (DiMo) in conjunction with the VDV and other industry players. These will involve communication between vehicle, stops and the mobility centre, as well as the architecture of an open mobility platform. ■

## RESEARCH AND DEVELOPMENT

### **IVU.realtime.app**

Never miss a connection again with a mobile travel companion and a door-to-door connection search

### **IVU.pad**

The companion for mobile personnel: important information directly on a tablet, anywhere at any time

### **IVU.box.devicemanager**

Central management of all devices in the fleet, from the ticket printer to the mobile payment terminal

### **IVU.fleet.view**

Map-based monitoring in IVU.fleet: track and document live vehicle movements

### **DYNAMO**

Detailed recording of hubs according to construction drawings, for routing from door to door

### **DELFIplus**

All of Germany's public transport and long-haul transport in one IVU.pool, including accessibility information

### **m4guide**

Until 2016 only a research project, now already put into practice: accessible pedestrian navigation at the IGA 2017

### **Mobility Broker**

Research for passengers: how can intermodal travel chains be planned and utilised in just one app?

### **Collaboration**

Lectures, seminars, research: IVU collaborates with universities across Germany



# PAVING THE WAY

Complex challenges are a part of everyday life for transport operators – in Germany and throughout the world. The same questions are asked everywhere: how do I deploy vehicles and personnel efficiently? What does an optimum timetable look like? How can I achieve more with limited resources? With its experience,

IVU helps bus and railway operators from Europe to South America to find the right answers. As experts in public transport, IVU employees advise and support transport operators, in some cases over many years, helping them to cope with complexity and overcome current and future challenges.

## KARLSRUHE TRAM-TRAIN RELIES ON IVU.RAIL



Albtal-Verkehrs-Gesellschaft (AVG) is to use the solutions from IVU for planning and dispatching of vehicles and staff. The two companies have signed a corresponding cooperation agreement

### IVU'S SOFTWARE SOLUTION ENABLES CONTINUOUS DATA FLOW BETWEEN THE INDIVIDUAL PLANNING STEPS

in Karlsruhe. In future, AVG will be handling all its operational planning with IVU.rail: from vehicle working scheduling and vehicle usage planning of all trams and trains to duty scheduling and personnel dispatch of its drivers. "We

were impressed by this holistic package and its wide range of functions. With this move, we are concentrating most of the data relevant to our dispatchers in one system, enabling us to accelerate our planning processes," said AVG Managing Director Ascan Egerer.

The efficient use of the key resources "employees" and "vehicles" is a key part of AVG's railway operations and constitutes a major challenge to dispatchers. In recent years, the opportunities for IT support have increased significantly in terms of the volumes of data to be processed as well as functional complexity, and AVG is not the only company where this has resulted in a di-

verse system landscape comprising many individual software solutions with a large number of interfaces. The information relevant to dispatchers is now bundled for them and accessible from a single source.

IVU's software solution enables continuous data flow between the individual planning steps and other systems in use at AVG – for instance in the area of HR management or workshop management. Numerous automation functions such as the extensive suggestion system and intelligent variant calculation accelerate planning and give optimum assistance to dispatchers. The IVU solution takes all operational rules and quality requirements of AVG into account. The agreement also includes the mobile IVU.pad for electronic communication with train drivers, which creates the possibility to receive duty information and work documents via tablet in the future.

"We are very much looking forward to working with AVG. This agreement underlines the confidence in our company and our product, with which we are creating a foundation for reliable decisions in railway operations," said IVU CEO Martin Müller-Elschner. "Our systems show dispatchers what resources are in use where at a glance, enabling them to respond quickly, flexibly and appropriately. This is a crucial factor in ensuring service quality for passengers." ■



## IVU EXPERTISE INTERNATIONALLY IN DEMAND

Increasing urbanisation and mobility are creating major challenges for cities across the world. Demand for high-performance public transport systems is increasing. As a sought-after supplier of solutions and a competent partner, IVU

### THE TURKISH CITY OF KAYSERI, WITH OVER A MILLION INHABITANTS, OPENED ITS FIRST TRAM ROUTE IN 2009.

supports transport companies in over 30 countries in their delivery of efficient and reliable services. As of last year, Turkey and Mexico are among these countries.

The Turkish city of Kayseri, with over a million inhabitants, opened its first tram route in 2009. Ever since, the city has continued to expand its tram network, which now spans a length of more than 34 kilometres and comprises 55 stops. The city's transport operator commissioned IVU to deliver IVU.plan and IVU.crew for the planning and dispatching of the tram system's vehicles and personnel.

This order is an important reference for IVU, as Kayseri is regarded as an innovative operator of public transport in Turkey. The city won a UITP award in 2015 for the financing of its public transport system.

The public transport system in the Mexican metropolis of Puebla is also currently being significantly expanded. The first BRT line opened back in 2013 and a tram network is currently in the planning stage. In order to be able to provide passengers with up-to-date transport information and departure times at urban stations, the regional government of Puebla decided to introduce a modern passenger information system. To this end IVU is delivering the technical basis in IVU.realtime and IVU.fleet.server.

This means that IVU is now also represented in the northernmost country in Latin America. IVU systems already ensure reliable public transport in Argentina, Chile, Columbia and Peru. ■



## CHANGES IN THE MANAGEMENT BOARD

IVU has a new Management Board: starting from 1 November 2016 Matthias Rust (48) will manage the technical and operational department as COO. Martin Müller-Elschner remains CEO, and will additionally assume responsibility for the finance department and business development. Previous Management Board member Dr Helmut Bergstein resigned from his position on 31 October 2016 and has left IVU.

Matthias Rust knows IVU's business like no other. After studying computer science he began working at IVU in 1993 as a young developer of

"BERTA", the former BVG operations planning system. He soon took on his first management

### MATTHIAS RUST KNOWS IVU'S BUSINESS LIKE NO OTHER.

tasks and was subsequently responsible for introducing IVU.plan to BVG.

Alongside this, Matthias Rust significantly contributed to strengthening IVU's logistics profile – initially with a separate department that de-

veloped IT solutions for public administration and elections and from 2005 onwards as the management member responsible for the entire logistics business area.

In his new role as COO he will focus on managing product development and project implementation across the entire company, leading it into the future. In this, he will be supported by Andreas Hellwig, who is currently responsible for all projects in the operations business area at management level. ■



## SAVE THE DATE

### IVU User Forum

9.3. – 10.3.2017, Berlin

### Andina Traffic

27.3. – 29.3.2017, Bogota

### Connecticum 2017

25.4. – 27.4.2017, Berlin

### UITP Global Summit

15.5. – 17.5.2017, Montreal

### APTA Rail Conference

11.6. – 14.6.2017, Baltimore

## ALWAYS ON THE MOVE

Public transport keeps on changing. These days, expectations of transport services and mobility are far higher than they were just 40 years ago. As demands grow, so do the challenges involved. In tandem with our customers, we develop appropriate solutions and make complexity manageable, as optimum processes are the key to efficient operation and satisfied customers.

In an industry that keeps on moving, we never stand still either. We have been making an active contribution to digitalisation of public transport with our solutions since 1976. In our newly released corporate brochure, we summarise our view of the mobility of tomorrow. Over 20 pages, we set out who we are, what we provide and what our customers expect of us. Large photo spreads, short text blocks and airy feel convey our commitment: our focus is on our customers, not ourselves.



## IMPRINT

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- p. 12 © MR.Cole\_Photographer

## IVU website for users on the move

As mobile visitors to our website may have noticed already, IVU's online presence is now responsive. The interface and navigation automatically fit the user's device and screen size. Anyone accessing ivu.com via smartphone or tablet will encounter a layout that is as user-friendly as if viewed on a PC browser. Menus, fonts and images are optimised for use on mobile devices. ■

