

Press release

IVU Traffic Technologies AG

SBB planning and dispatching stationary personnel with IVU.rail

IVU responsible for all hosting services in IVU.cloud

Berlin/Bern, 17 September 2019 – Improved employee communication and optimised staff allocation: SBB is using IVU.rail from IVU Traffic Technologies to ensure the efficient planning and dispatch of all employees in the stationary areas of sales, service and marketing. The Berlin-based IT specialist is also responsible for hosting the integrated standard system.

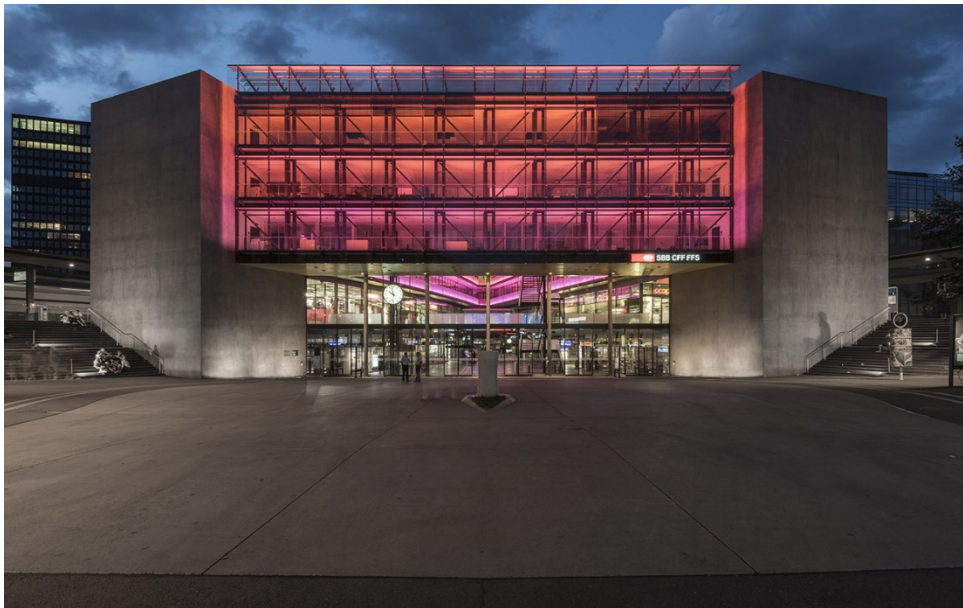
Conveying around 1.25 million local and long-distance passengers every single day, SBB is the biggest railway company in Switzerland and the backbone of the country's public transport network. To provide the best possible customer service, SBB employs 2,300 people – including trainees – at its contact centre and its currently around 150 travel centres throughout Switzerland. The company has recently started planning and dispatching its services in a standardised manner with IVU.rail in IVU.cloud.

Originally developed for transport operations, the IVU solution offers numerous functions that can also be used for planning and dispatching SBB's stationary personnel. Automatic personnel dispatch (APD), for example, ensures optimised duty schedules and, in turn, faster workflows. The digital employee portal also makes in-house communication easier because it allows SBB employees to view duty schedules, place requests and swap duties.

IVU.cloud ensures that everything runs efficiently. The standard system runs exclusively on Amazon Web Services servers operated and maintained by IVU, which means that SBB no longer has to perform complex and time-consuming operations management. Of course, all the data is stored redundantly and secured in accordance with the most stringent standards against unauthorised access.

"We were really impressed with the huge functional scope offered by this standard solution from IVU, which right from the outset covers very many of our requirements," says Urs Fürst, who is responsible for financial management and personnel dispatch at SBB Bedienter Vertrieb. "In addition to the close involvement of employees in dispatching, IVU's highly practical and flexible hosting service was central to our decision to choose this solution. This means that we are well prepared for future developments."

Marc Schaffert, branch manager of IVU Traffic Technologies in Switzerland, considers the order from SBB to be a huge success: “We are delighted to continue our partnership with SBB, this time in the field of public transport, and proud of the trust they have placed in us. The project highlights the breadth and depth of our rostering expertise paired with the technical flexibility of our cloud.” The affiliate SBB Cargo also recently shifted all its processes for planning and dispatching vehicles and personnel in freight transport with IVU.rail to IVU.cloud.



SBB is planning and dispatching stationary personnel with IVU.rail in the IVU.cloud (Image: SBB)

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IVU Traffic Technologies has been working for over 40 years with more than 500 engineers to ensure punctual and reliable transport in the world's metropolises. In growing cities, people and vehicles are constantly on the move – a logistical challenge that calls for intelligent and secure software systems. The integrated standard products IVU.suite and IVU.rail work to plan, optimise and control the deployment of buses, trains and employees, provide passengers with real-time information, secure connections, collect data and ensure efficiency. **IVU. SYSTEMS FOR VIBRANT CITIES.**