



INIT Operational Services

By your side – beyond joint projects

init
The Future of Mobility

We, the INIT Group, provide solutions for transport companies around the world with our leading software and hardware solutions. In ever shorter innovation cycles, we are quickly implementing the latest opportunities of digitalisation for public transport – and can thus provide you with increasingly sophisticated systems and service. These, in turn, require increased user expertise. Therefore, it is good to have a competent and strong partner at your side. We are also assisting you beyond the delivery of the systems for all tasks relating to operations. Day after day. With different services tailored precisely to your needs, based on your business processes.

Tailored services that reduce your workload

Our goal as your partner is to be present for you. We monitor your operational situation and advise you on potential improvements. We have many years of diverse experience from numerous customer projects and are happy to share our knowledge with you.

For example, by performing data maintenance tasks on your behalf.



No matter how complex a system is, it must be fully operational at all times. Precautions can be taken in advance to prevent or at least minimize incidents: through regular planned or preventive maintenance, but also through comprehensive monitoring.

Finally, our goal is to provide you with a system that will fully and reliably cover your needs today, and also in the future. As a result, we discuss with you how your system can evolve to be better prepared for future challenges.

We are happy to assist you with these tasks:

- **System Management**

Where are you and where do you want to go?

We assume responsibility for operational areas of the business and associated processes in the form of strategic planning, reporting and consulting.

- **Administration**

How does your system meet your exact requirements?

We operate your system and take care of data maintenance based on mutually agreed processes.

- **Monitoring**

What incidents are emerging?

We actively monitor the system status and alert the support team when incidents are detected.

- **System Maintenance**

What must be done to keep it running?

We can also manage your system and perform preventive/ planned maintenance.

- **Change Management**

How does your system stay current?

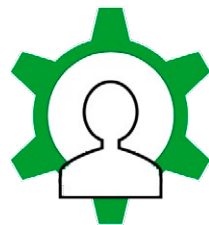
We adapt the system to overcome new challenges with expert advice.

The basis of our cooperation: operations manual and ITSM software

In close cooperation with you, we first specify the necessary tasks and processes and then document these precisely in the operations manual. The existing processes in your company serve as a firm guide for us. The operations manual also specifies responsibilities and approval processes. Both enable efficient data maintenance and provide the best foundation for data processing and data protection.

It is important to record the trigger and throughput times for the various stations in these processes. To get an overview, we use an ITSM software, which saves each of your requests as a ticket and enables you to know the progress of your ticket at all times.

For all operational tasks, INIT works according to ITIL (Information Technology Infrastructure Library), a collection of predefined processes, functions and roles recognized as an international standard.



Always there for you: your Operations Manager

An Operations Manager is available to you as a central contact person at INIT. They will keep on top of your operational situation and work to continuously improve performance – always in line with ITIL standards (Information Technology Infrastructure Library). They will represent your interests and provide the necessary information from and to service providers.

In regular status meetings, you will receive up-to-date reports from your Operations Manager, analyze the present situation and determine the next steps.

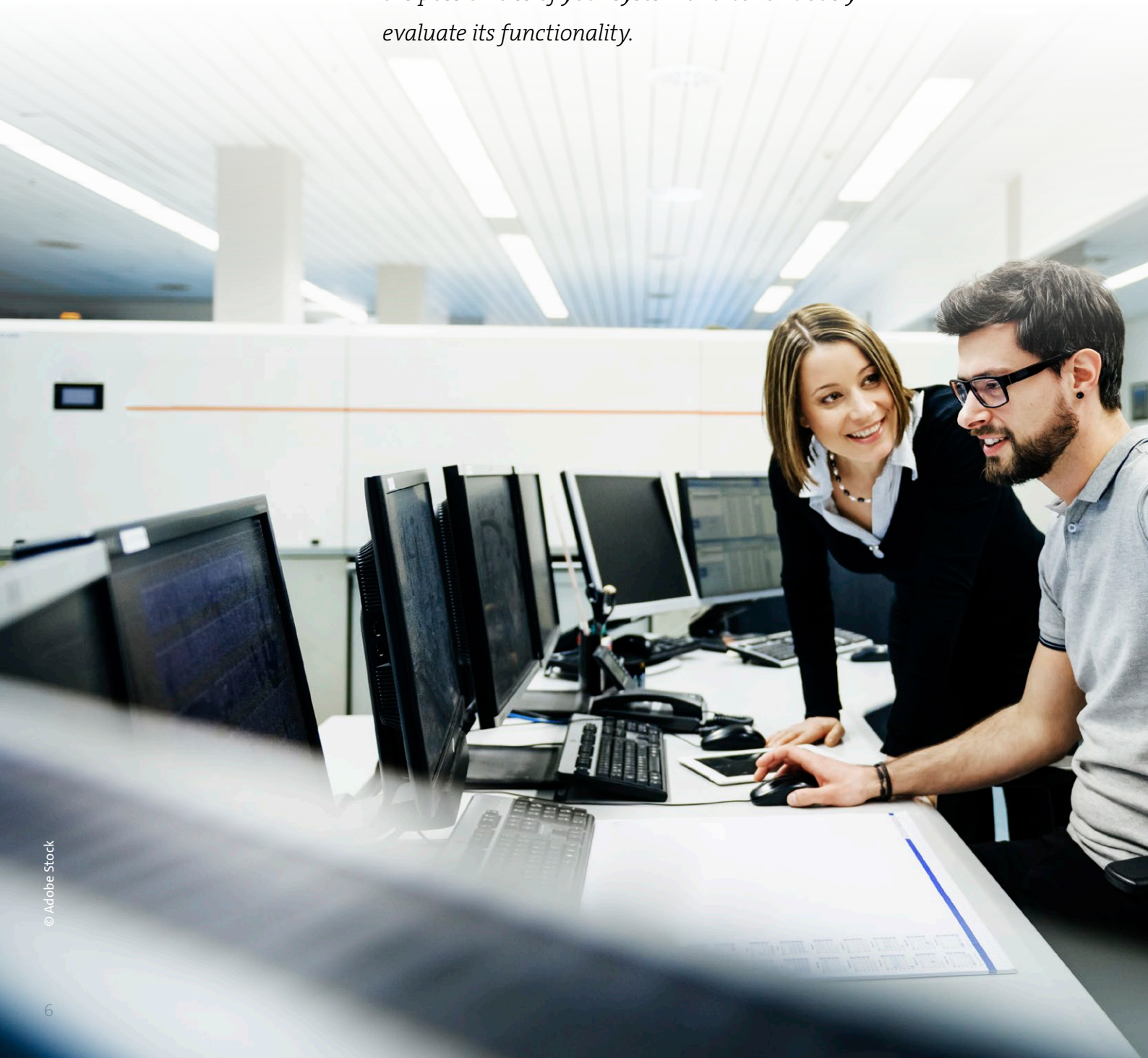
The Operations Manager is also available to advise you as an IT and public transport specialist in the case of new challenges (cf. Change Management); in case of more in-depth questions, they have experts at their side from the INIT specialist departments.



System Management:

keeping an eye on everything at all times

With System Management, we keep an eye on your system in its entirety – and collaborate with you in a wide range of services that allow you to fully exploit the possibilities of your system and continuously evaluate its functionality.



This includes regular reports that we create and interpret for you according to your wishes as discussed in one-to-one meetings. We are happy to advise you on future developments, but also on how your system can become even more resistant to emergencies of all kinds. Of course, we also answer specific questions, such as the impact of certain management decisions on your company's operations.

However, your employees are also crucial to getting the most out of your system, which is why we offer training courses tailored to your needs. If you prefer, we can take even more responsibility: we host your system to ensure it is available to you at all times.

Our **System Management** services

- ✔ Operations Management
- ✔ Management Reporting
- ✔ Business Analysis
- ✔ KPI Reporting
- ✔ Escrow Management
- ✔ Disaster Management
- ✔ Regular Training
- ✔ Customer Care
- ✔ Audits
- ✔ IT Hosting




Administration:

how we can help you

As you work with your IT systems, you will need to perform a variety of tasks. Not all of them will be part of your core business and they don't necessarily all need to be carried out by your employees. Concentrate on your primary responsibilities, and we will gladly handle the rest.





We will operate your system for you with the option to include our management services, e. g. of your fare tariff data. If you prefer, we can enter the supplied and installed hardware directly into the system. In doing so, we strictly adhere to the processes and tasks agreed upon with you in the operating operations manual.

Our **Administration** services

- ✔ Basic Data Management
- ✔ Tariff Management
- ✔ Key Management
- ✔ Financial Management
- ✔ Website Content Management
- ✔ Retail Management
- ✔ Access Management
- ✔ Communication Management

Maintenance:

proactively avoid incidents

In the event of an incident, your maintenance contract will protect you. It is even better to avoid incidents in the first place. The key to this is proactive and planned maintenance.

Planned maintenance is especially useful for devices that are subject to heavy daily wear and tear. They take place regularly on defined dates and ensure that your devices remain functional despite high usage frequency.

Proactive maintenance is triggered by predefined mechanisms to prevent impending incidents before they can occur. This service is extended to include regular checks

of the overall system, which can detect incidents, prevent them or schedule further maintenance.

We offer planned and regular maintenance for the operations control center (workstations and data center), but also for vehicle and wayside devices. We consult with you to develop a comprehensive continuity plan to ensure you are fully prepared in the event of a severe breakdown.

Would you like to have assistance in managing the various parts of your system? We are happy to manage for you, on the basis of mutually agreed processes, the position and status of devices on the route and also take care of their maintenance. Alternatively, we can take care of all contractual matters for data centers and the management of servers.

Our **Maintenance** services

- IT Maintenance
- Wayside Maintenance
- Vehicle Maintenance
- Handheld Maintenance
- Application Management
- IT Management
- Wayside Management
- Vehicle Management
- Consumables Management
- Handheld Management
- Logistics
- Service Management System (SMS)


Asset
Management

Monitoring:

increase the security

Our systems are capable of even more: We use intelligent system components to continuously monitor the current status of your system. This enables incidents to be detected and forwarded automatically to the support process for resolution.





As always the support process is transparently recorded in the ITSM software as a ticket, which always provides all participants with an up-to-date picture.

In order to automate processes as much as possible, we pay attention to the necessary flow of information between the systems right from the design stage. We distinguish between monitoring for the operations control center and monitoring for components in the vehicle and on the route here as well. In a direct exchange with you, we will be happy to evaluate the monitoring capabilities of your specific system.


Our **Monitoring** services

- ✔ Application Monitoring
- ✔ IT Monitoring
- ✔ Banking Service Monitoring
- ✔ Third Party Monitoring
- ✔ Security Monitoring
- ✔ Wayside Monitoring
- ✔ Vehicle Monitoring
- ✔ Handheld Monitoring
- ✔ System Monitoring Plattform (SMP)

Change Management:

prepared for the future

Transport companies are facing increasing demands as technology advances and the importance of local public transportation grows. As a result, your system must be constantly evolving. We keep an overview of your system and consult with you on how to develop it meaningfully in System Management. Change Management takes it a step further by implementing the agreed-upon changes for you. This includes everything from equipping new vehicles to introducing a new interface to massive functional enhancements that make the system future-ready.



We are your partner for every challenge.

Do you have any further questions? Just contact us. We will be happy to put together a tailored package for you.

Our **Change Management** services

- ✔ Software Rollout
- ✔ Recurring Change Requests
- ✔ Release Planning

*Do you have any questions about individual services or our overall offering?
Please do not hesitate to contact us at request-operations@initse.com.*

More than 1,400 transport providers worldwide rely on our comprehensive solutions to support them with their daily tasks

- *Planning & Dispatching*
- *Ticketing & Fare Management*
- *Operations Control & Real-Time Passenger Information*
- *Analyzing & Optimizing*

*Moreover, transport companies can also master all requirements of electromobility and set up a single sign-on mobility platform using our modular solutions.
A robust package of operational services completes the INIT offer.*

INIT is the worldwide leading supplier of integrated planning, dispatching, telematics and ticketing systems for buses and trains. For more than 40 years, INIT has been assisting transport companies in making public transport more attractive, reliable and more efficient.

INIT Group



sales@initse.com | www.initse.com

init
The Future of Mobility