



VAG Nürnberg relies on ASC

Innovative solution for reliable operational safety

Die VAG Verkehrs-Aktiengesellschaft Nürnberg is the central mobility service provider for the city of Nuremberg, transporting up to 650,000 passengers daily by bus, tram, and subway. As one of the most important players in public transportation in the metropolitan region, VAG combines safety, reliability, and innovation.

To meet the increasing demands on control center communication, compliance, and operational safety, VAG has chosen ASC as its strategic partner. With Neo, the company relies on a powerful solution for reliable and legally compliant communication recording.



NAME OF CUSTOMER

VAG Nürnberg

INDUSTRY

public transportation



SOLUTION

Neo

REGION

Nuremberg,
Germany

Requirements

As part of the modernization of its control center infrastructure, VAG was faced with the task of ensuring consistent and reliable communication recording that would meet the high demands of 24/7 operation. Especially in safety-relevant public transport, **complete documentation, traceability, and compliance** are essential for evaluating incidents.

VAG therefore needed a powerful recording solution that would guarantee **both technical stability and legally compliant documentation**.

The goal was to implement a **future-proof platform** that would **support** control center operations, **increase** reliability, and further **improve** the quality of internal processes.

Solution

With many years of experience in safety-critical control center and public transport projects, ASC has proven to be the ideal partner for VAG Nürnberg. Neo is specifically designed to meet the requirements of a modern operation and combines innovative technologies for **reliable recording**.

The powerful **solution** enables the secure and consistent recording of all relevant communication channels – from telephony and radio to internal control center processes. The central system architecture ensures fast search,

The solution should...

- **capture all relevant communication channels** – telephony, radio, and internal processes – in their entirety.
- **store data centrally** and with high availability to enable fast searching, playback, and analysis.
- **meet the highest safety standards** and ensure long-term compliance in the public transport environment.

easy playback, and efficient use of the recorded data. Additional quality assurance functions support VAG in consistently complying with operational requirements. This allows security-related requirements to be reliably met and potential risks to be identified and reduced at an early stage.

The successful collaboration between ASC and VAG shows how **modern technologies** can be used in a targeted manner to ensure the highest standards of **security, stability, and documentation** – while at the same time sustainably strengthening the performance of a central mobility service provider.

“With ASC, we have a partner we have been able to rely on for many years. The new solution runs smoothly, meets our high requirements for control center operations, and is state-of-the-art. We particularly appreciate the reliable cooperation and professional implementation – this is exactly how we imagine a successful partnership.”

Kai Prächt, IT Specialist and Project Purchaser, VAG Nürnberg

Compliance with safety-critical requirements in control center operations - secure and reliable



Complete recording of communications



Compliance with all legal requirements



Immediate call reconstruction



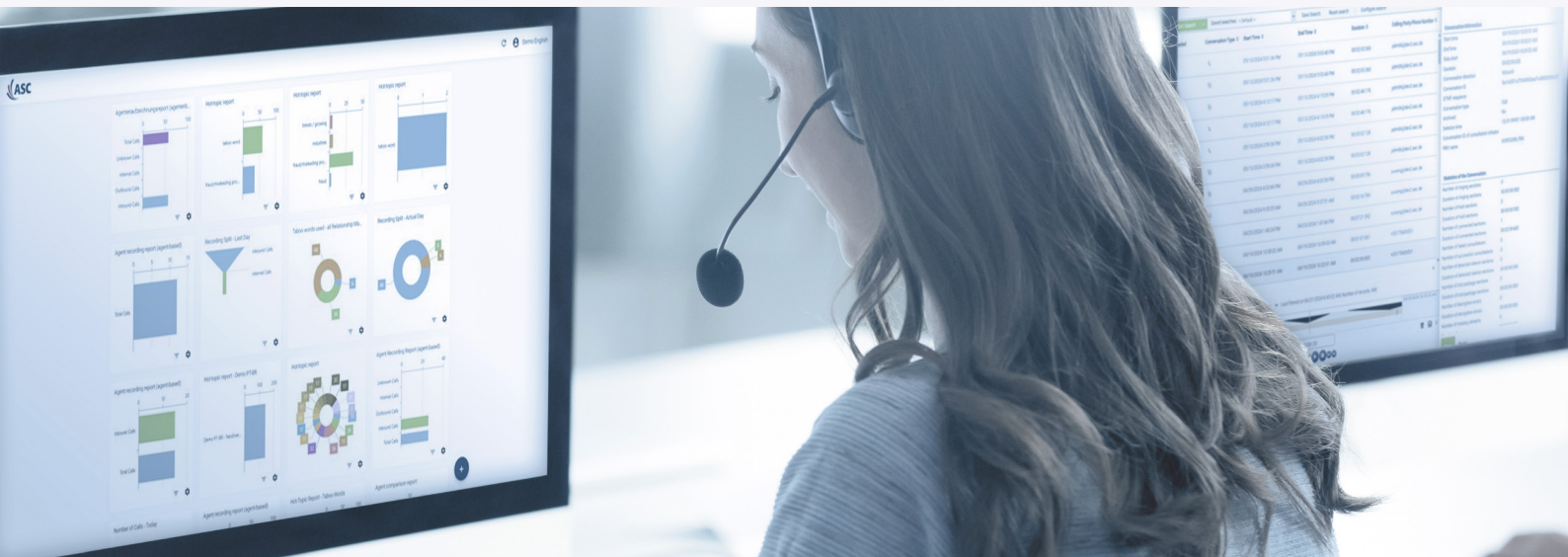
Integration into existing IT environments



Redundant, encrypted, and tamper-proof data storage



Captures all content in real time and records on a rule-based basis as needed



About ASC Technologies

ASC is a leading global provider of software and cloud solutions for omni-channel recording, quality management, and analysis. We offer solutions for recording and AI-based analysis and evaluation of all communication media—with maximum flexibility as a cloud service, on-premise, or a hybrid variant. Headquartered in Germany, with subsidiaries in 15 locations and certified partners in over 60 countries, ASC is the #1 in the industry in Europe and a top player worldwide.

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