

# Host Operator or Processing System

The HOPS is an integral part of an ITSO scheme and is responsible for securely processing data to and from ITSO terminals such as ETMS, PersoPOSTS, Retail Kiosks and other HOPS systems. This core system manages ENCTS concession transactions; multi operator products issued by Local Authorities as well as powering innovative and efficient commercial ticketing schemes for independent bus operators. The Unicard HOPS/AMS is a certified implementation of the ITSO specification v 2.1.4 and as such supports all mandatory HOPS functions as outlined in the specification.

## Key Features

- Provides a user friendly interface accessible by a standard secure internet connection
- Manages cardholder accounts, card transactions and ITSO products
- Manages all ITSO messaging, HOPS to HOPS and HOPS to POST
- Manages hotlisting and action lists
- Provides transaction data to manage operator apportionment and reimbursement
- Compatible with all leading ETMs in the field and multiple bus operators
- Supports online ticket retailing through an integrated portal
- Integrates with on-site and on bus ticket retailing
- Displays a powerful and user friendly Administration console

## Technical Features

- Platform can be shared between different schemes at a regional level
- Manages the security modules in the scheme
- Provides data to 3rd party systems (concession travel statistics and CMS)
- Integrates with all other components in the scheme or third party systems (CMS, Online Portal)
- Highly modular and scalable for optimal transaction handling speed and cost efficiencies
- Provides standard Management Information reports

## Service delivery

- ITSO SAM key profiling, distribution and remote management
- Near real time replication of hosted data for ultimate security
- Off-site data recovery data centre
- Automated back up scheduler and lossless data recovery from back ups
- In addition, we offer an *ISL Migration Consultancy* service through an independent and experienced provider reporting directly to the Local Authority. Please ask us for details.



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