

**ISERV FOR**

**SCHOOL AUTHORITIES**

*Cloud solutions tailored*

*to your **school landscape***





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GYMME  
MORE  
Deine Plattform für  
Berufsorientierung.



educa(AI)



Tipp 10.



EdSnacks



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BookWidgets  
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Find out more at: [eduplaces.de](https://eduplaces.de)

# TABLE OF CONTENTS

4

## **THE ISERV STORY**

*From a school project to Germany's leading platform for digital education*

6

## **GERMANY'S LEADING SCHOOL PLATFORM**

*Facts and figures*

8

## **THE ISERV PRINCIPLE**

*A modular toolkit for your digital needs*

10

## **THE ALL-IN-ONE SOLUTION FOR SCHOOL AUTHORITIES**

*Flexibility in detail – standardisation at scale*

11

## **ISERV CLOUD SOLUTIONS**

*Customised and adaptable to your educational landscape*

12

## **ISERV LOCAL CLOUD**

*The digital foundation for your schools*

13

## **ISERV HOSTED CLOUD**

*Your digital foundation – ready to go, no hardware required*

14

## **ISERV REGIO CLOUD – DIRECT, VPN OR LITE**

*Centrally managed without on-site hardware*

16

## **ISERV BACKUP SOLUTIONS – LOCAL, HOSTED OR REGIO**

*Reliable data protection and recovery*

18

## **ISERV CENTRAL INSTANCE – REGIO OR HOSTED**

*Manage your entire school network from one central system*

20

## **HOW CITEQ IMPLEMENTED ISERV ACROSS SCHOOLS IN MÜNSTER**

*Best Practice insights*

21

## **TRANSFORMATION OF 73 SCHOOLS IN GELSENKIRCHEN**

*Best Practice insights*

22

## **WHAT THE CITY OF GIESSEN LOVES THE MOST ABOUT ISERV**

*Best Practice insights*



# ***THE ISERV STORY***

*From a school project to*

*Germany's leading platform*

*for digital education*

In 2000, few could have predicted that a school project would lay the foundation for a platform capable of enabling comprehensive digital education – from video conferencing and email to messaging and IT infrastructure. Even fewer would have imagined that it would help reshape everyday school life across Germany.

At IServ, that vision has guided us from the beginning.

Over the past two decades, our consistent focus on the needs of schools and school authorities has made IServ the leading digital school platform in Germany. Today, more than 6,000 schools and over 900 school authorities rely on our software to manage, connect, and enhance their educational environments.



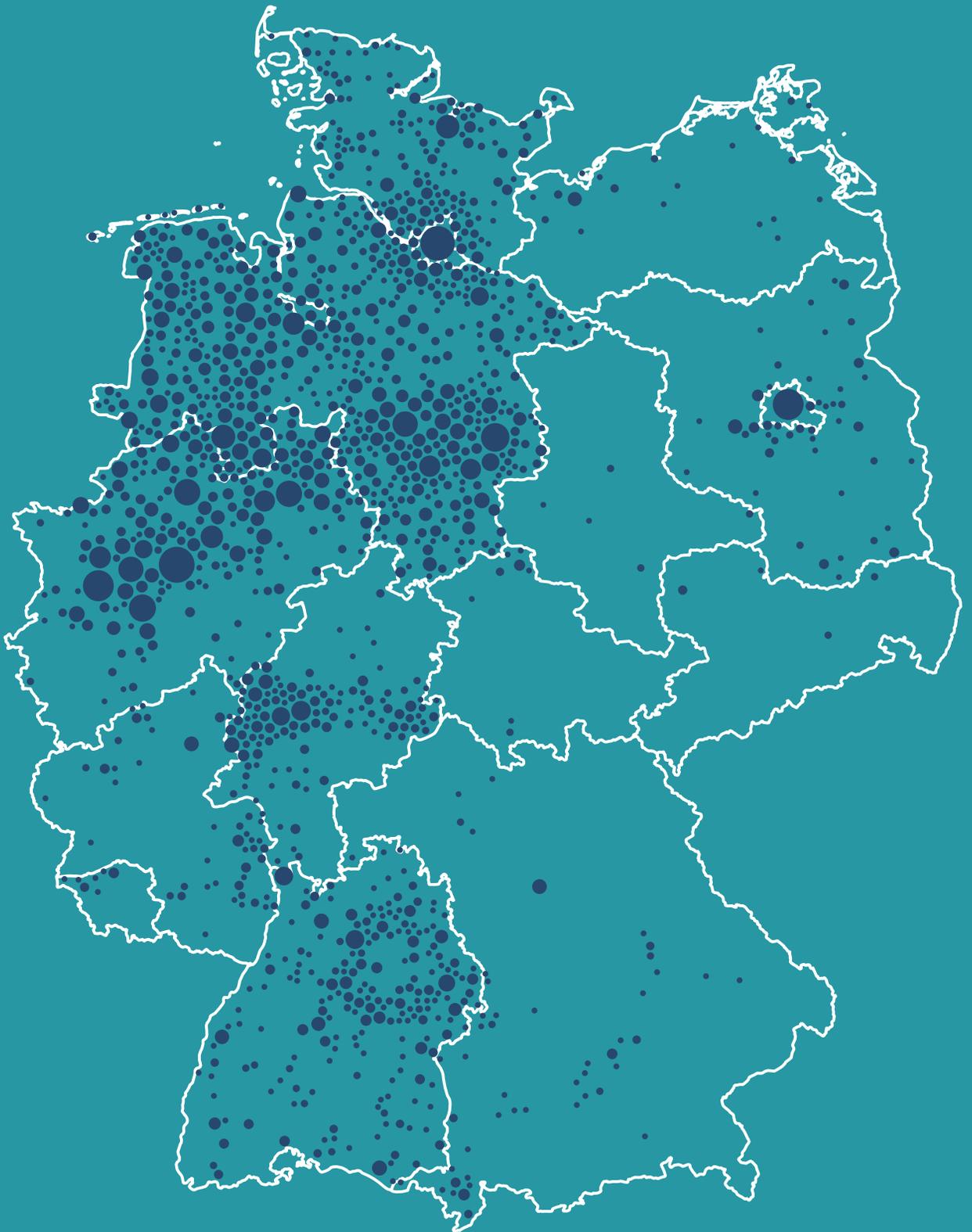
This success is built on close collaboration. We are deeply grateful to the schools, teachers, administrators, and IT professionals who have partnered with us – many of them for years. Their engagement has shaped a platform that is flexible, scalable, and tailored to local requirements.

From the initial setup to hardware integration, our team supports each step of the process. With our comprehensive training programs through the IServ Academy, educators and administrators can fully leverage the platform's flexible modules and features to simplify and enrich their daily routines.

More than 170 employees across three locations in Germany are committed to ensuring that our clients receive the support and innovation they need.

We're proud of the long-standing relationships we've built with schools, school authorities, and regional media and data centers. They reflect our shared commitment to meaningful, lasting improvements in education.

We look forward to continuing this journey – together.



# GERMANY'S LEADING

# SCHOOL PLATFORM

## Facts and figures



More than 24 years of experience in educational software development



> 5.1 million happy users



> 6,000 implemented schools



> 550,000 managed devices



> 900 satisfied school authorities



#1 leading school platform in 6 states



> 50 individual modules for tailored education



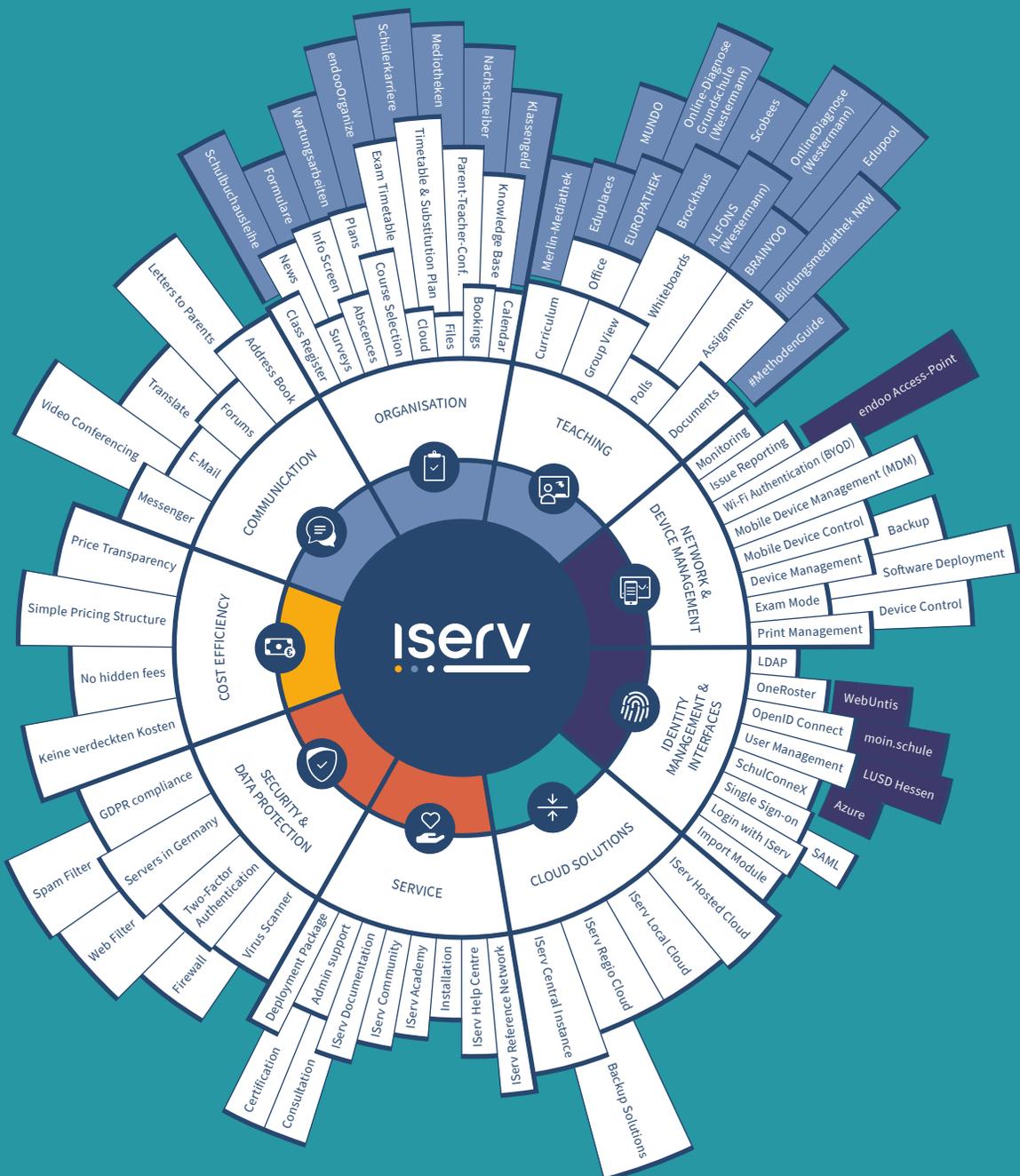
*Compared to other systems, you can clearly see that IServ is more closely aligned with the reality of teaching or to the school system, as it originated from a school.«*

**Michael Pipiorke – Teacher at the  
Gymnasium im Schloss Wolfenbüttel**

# THE ISERV PRINCIPLE

## A modular toolkit for your digital needs

Digitalisation succeeds when it simplifies, empowers and adapts. The modular IServ school platform was designed with precisely that in mind – to bring together pedagogy, administration and technology on one unified, GDPR compliant foundation. Modularity is at the heart of everything we do, enabling you to seamlessly set up the IServ school platform to fit your specific educational and technical needs.



## **COMMUNICATION**

Coordinate effortlessly – whether you're addressing individual pupils, entire classes or staff teams. The IServ school platform streamlines communication across all channels – from e-mail to direct messaging and video conferencing – making collaboration easier than ever.

## **ORGANISATION**

From lesson planning to timetable management, the IServ school platform supports the entire organisational structure of your school. Everything is remotely accessible in one place.

## **TEACHING**

The IServ school platform enables effective digital teaching – both in the classroom and remotely. Teachers can assign, collect and review work in just a few clicks. Pupils gain simple access to digital learning tools, seamlessly integrated into their school day.

## **NETWORK & DEVICE MANAGEMENT**

For administrators, the IServ school platform offers full control with reduced overhead. Whether it's device management, software deployment or BYOD scenarios – IServ consolidates it all into one central system.

## **IDENTITY MANAGEMENT & INTERFACES**

A digital school ecosystem needs openness. The IServ school platform connects seamlessly with existing tools and systems through well-documented interfaces. Identity management is built in – making logins and permissions easier to handle, even across diverse user groups.

## **FLEXIBLE DEPLOYMENT OPTIONS**

Every school has its own IT landscape. Whether you choose local operation, hosting via your school authority or regional cloud services – the IServ school platform adapts to your needs. And if those need change, the platform changes with you.

## **SERVICE & SUPPORT**

Reliable implementation and ongoing guidance are part of the IServ school platform. Our support team is on hand, and the IServ Academy provides tailored training for all roles.

## **DATA PROTECTION & SECURITY**

Data security is non-negotiable. The IServ school platform meets full GDPR standards and protects sensitive information through robust access controls, encryption, and daily backups. Everything stays transparent, traceable, and within your control.

## **COST EFFICIENCY**

One platform replaces many fragmented tools. That means fewer licences, simpler administration and reduced maintenance – freeing up resources for what really matters: teaching and learning.

# THE ALL-IN-ONE SOLUTION FOR SCHOOL AUTHORITIES

*Flexible meets scaleable*

No matter the conditions in your school network, the IServ school platform adapts to your landscape: Operate it locally (Local Cloud), centrally in a municipal data centre (Regio Cloud), or via one of our certified data centres in Germany (Hosted Cloud). This ensures a smooth school day – without delays or disruptions and with minimal effort for your admins. If a challenge does arise, our support team is here to help you personally and reliably.

## **EFFICIENT: THE ISERV CENTRAL INSTANCE**

One system for all: Each school has its own IServ instance – its own digital environment. With the IServ Central Instance, you bring them all together on one platform. This gives you full control. Admins can access any school via Single Sign-on – from anywhere.

## **EXTENDABLE: INTERFACES**

The IServ school platform includes a wide range of built-in features – and offers numerous interfaces for seamless integration with your preferred systems: Access internal resources via standard protocols such as IMAP, CalDAV or WebDAV. External services can be connected through preconfigured interfaces like LDAP, OneRoster, OpenID Connect or SAML.

## **SECURE: BACKUP SOLUTIONS**

Every school day generates important data. Our intelligent backup solutions protect it reliably: At least once every 24 hours – optionally redundant and stored across multiple locations. You decide where your backup server is hosted: in your schools, a municipal data centre, or one of our certified data centres in Germany.

## **FLEXIBLE: CLOUD OPTIONS**

School environments change – and your digital infrastructure should be able to adapt. Easily switch from a Local Cloud to a virtual environment or move from a Hosted Cloud to a Regio Cloud setup whenever needed.

## **AUTONOMOUS: CERTIFICATIONS**

Many tasks related to the IServ school platform can be managed independently. We offer certification programmes for your staff. Certified employees can roll out the IServ school platform themselves and train colleagues on-site. Licences, updates and upgrades are provided by us – and our expert support team is always just a call away.

## **YOUR BENEFITS AS A SCHOOL AUTHORITY**

- High cost efficiency and transparency
- Flexible integration for any infrastructure
- All-in-one solution for pedagogy and IT
- Central monitoring and administration
- Central ID management with single sign-on
- Full support included – directly from the provider

# ISERV CLOUD SOLUTIONS

*Customised and adapted to  
your educational landscape*



# ISERV LOCAL CLOUD

## The digital foundation for your schools

A complete solution for all your pedagogical and technical needs – robust, fail-safe and highly performant: With the IServ Local Cloud, your schools run the IServ school platform on-site (on-premises). This option is particularly suitable if your internet bandwidth is limited. Even though the server is installed locally, pupils, teachers and administrative staff can access all functions from anywhere via the IServ app or a browser. The same applies to administrators: With just a few clicks, they can manage the network or install software on school devices. BYOD devices and internet filters are easily managed – securely and independently, no matter where you are.

### YOUR BENEFITS WITH THE ISERV LOCAL CLOUD

- Maximum on-site performance
- Autonomous IT management
- Integrated network control
- Automated device management



# ISERV HOSTED CLOUD

*A ready-to-use digital foundation*

The IServ Hosted Cloud runs in one of our data centres (SaaS model) – so no local servers are required in your schools. This saves you space, maintenance time and costs. All schools can use the full feature set for communication, teaching, organisation and mobile device management (MDM) immediately. The Hosted Cloud is fully scalable and can later be migrated to a Local Cloud or Regio Cloud with minimal effort – for example, if your infrastructure changes. The IServ Hosted Cloud is also the right choice if your schools already have a strong network connection or your region operates its own data centre.

## YOUR BENEFITS WITH THE ISERV HOSTED CLOUD

- No on-site servers required
- Low upfront costs
- Maximum reliability
- No IT expertise needed
- Immediately ready to use



# ISERV REGIO CLOUD –

# DIRECT, VPN OR LITE

*Centrally managed without on-site hardware*

Run all your IServ school platforms centrally – directly from your municipal data centre (SaaS). No need to maintain servers in individual schools. Choose the connection model that best suits your infrastructure and digital strategy.

## **ISERV REGIO CLOUD DIRECT**

All functions via a high-performance direct connection. Your schools are linked directly to your data centre, e.g. via Dark Fibre. This allows the full IServ feature set to be delivered with high reliability and speed – all available globally via browser or app. Your schools benefit from comprehensive tools for communication, teaching, administration and IT management.

## **ISERV REGIO CLOUD VPN**

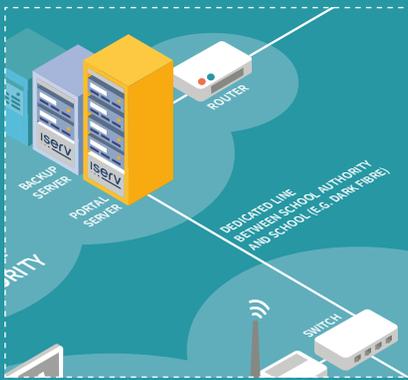
Full IServ functionality via a secure VPN tunnel. Ideal if there's no direct connection between your schools and your data centre, but a VPN can be set up. IServ Regio Cloud VPN ensures a stable, encrypted connection over the internet – enabling full access to all IServ features, including network and device management, software deployment and MDM.

## **ISERV REGIO CLOUD LITE**

Core functions, delivered via the internet. No direct or VPN-based network connection? No problem. The IServ Regio Cloud Lite connects your schools to your IServ school platform via the internet. Start immediately with essential functions for school communication, organisation, teaching and mobile device management (MDM) – accessible from any device, via app or browser.

## **YOUR BENEFITS WITH THE ISERV REGIO CLOUD**

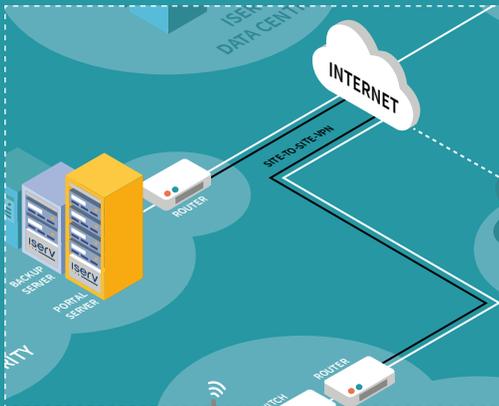
- Centralised servers in your data centre
- High reliability and failover protection
- Scalable and tailored to your infrastructure



### ISERV REGIO CLOUD DIRECT

#### YOUR BENEFITS

- Centralised IT administration
- Integrated network and device management e.g. with software deployment and mobile device management (MDM)
- Full IServ feature set



### ISERV REGIO CLOUD VPN

#### YOUR BENEFITS

- Centralised IT management
- Integrated network and device administration

#### YOUR ADVANTAGES

- e.g. with software deployment and mobile device Automated device management



### ISERV REGIO CLOUD LITE

#### YOUR BENEFITS

- Usable even with limited internet bandwidth
- Central servers in the data centre
- Integrated mobile device management



# ISERV BACKUP

## SOLUTIONS – LOCAL,

## HOSTED OR REGIO

### *Reliable data protection and recovery*

The IServ school platform's daily backup solutions provide fully automated, GDPR-compliant data protection across all user, group and system data. All backups are performed regularly and can be restored at any time. To ensure maximum data security, backup servers are always physically separated from operational systems. You can choose between three deployment models – or combine them into a multi-tiered concept:

#### **ISERV LOCAL BACKUP – ON-SITE AT SCHOOL**

Best suited for Local Cloud environments. Requires separate rooms for portal and backup servers within the school. This setup provides maximum bandwidth and optimal performance for data transfer and recovery.

#### **ISERV HOSTED BACKUP – IN OUR DATA CENTRES**

Compatible with both Local and Hosted Cloud deployments. All data is backed up daily on redundant systems located in separate, certified data centres in Germany. Backups are retained for six months. No additional hardware is required, making this solution highly efficient and cost-effective.

#### **ISERV REGIO BACKUP – IN YOUR LOCAL AUTHORITY'S DATA CENTRE**

Designed for all IServ cloud solutions. Backups are stored in your municipality's data centre, with no additional school hardware required. This setup supports centralised administration and ensures daily protection of your IServ environment.

#### **ADVANTAGES WITH ISERV BACKUP SOLUTIONS**

- High reliability and system availability
- Fully GDPR-compliant
- Integrated automatic back-up functionality
- No data loss
- Daily back-ups
- Easy data recovery



**LOCAL BACKUP**  
**YOUR BENEFITS**

- Maximum on-site performance
- Dedicated on-premises servers
- Maximum local storage capacity

**HOSTED BACKUP**  
**YOUR BENEFITS**

- No need for your own hardware
- Unlimited data storage
- Hosted in German data centers
- No IT expertise required
- Flexibly scalable

**REGIO BACKUP**  
**YOUR BENEFITS**

- Central servers in the data center
- Centralized IT management
- Flexibly scalable
- Automated and cost-efficient

# ISERV

## CENTRAL INSTANCE –

## REGIO OR HOSTED

*Centralised management for your  
entire school landscape*

As the number of schools under your responsibility grows, so does the need for consistent and efficient IT administration. The IServ Central Instance provides a future-ready solution – whether you operate your own municipal data centre or use our hosted services. All connected IServ school platforms can be monitored and controlled via a single interface. The integrated monitoring system notifies you in real time about system events or disruptions – allowing you to respond quickly and ensure smooth operation.

With a central user directory, all identities are managed once and used across all connected systems. Standardised and customisable interfaces enable you to integrate external services securely and reliably. The IServ Central Instance is compatible with all IServ cloud solutions – Local, Hosted and Regio Cloud – and can be run either on your premises or in one of our German data centres.

### **YOUR BENEFITS WITH THE ISERV CENTRAL INSTANCE**

- Central monitoring and administration
- Single directory for all users and external services
- Web-based remote desktop access
- Integrated ticket-management
- Admin access to all connected IServ-applications in your schools



# HOW CITEQ IMPLEMENTED

# ISERV ACROSS

# SCHOOLS IN MÜNSTER

## Best practice insights

### PROJECT

The City of Münster is responsible for all types of schools – from primary schools to vocational and upper secondary education. The project was jointly implemented by the city’s school authority and its municipal IT service provider, citeq.

### OBJECTIVES

- Centralised network for all schools
- Unified system management
- Standardisation of IT infrastructure
- Full virtualisation of all school servers
- Device management for both desktop and mobile
- Consistent user experience across schools

### SCOPE



83 schools



Around 50,000 users



Over 26,000 devices

### SOLUTION

The goal was to deliver and set up IServ instances for all public schools under the city’s management – including comprehensive training, consulting, and on-site services during rollout and initial setup.

In parallel, citeq received in-depth admin training to act as a multiplier for schools.

The solution: A hybrid of IServ Regio Cloud Direct, hosted in the municipal data centre, and IServ Local Cloud for select schools. This enabled complete delegation of network management to citeq and the operation of all school platforms in a virtualised environment.

All IServ instances are centrally connected, enabling seamless user data exchange across the entire city. Schools benefit from the full range of IServ functions for teaching and learning, including group and user management, software distribution, device control during lessons, single sign-on (SSO), file and print services, and more.

The rollout and school-level implementation took place in 2017 and 2018 – and since then, the system has continued to expand in scope, scale and capabilities.

# TRANSFORMING

# 73 SCHOOLS IN

# GELSENKIRCHEN

## Best practice insights

### PROJECT

The school authority in Gelsenkirchen oversees all types of schools across the city, similar in structure to Münster.

### OBJECTIVES

- Unified school server infrastructure
- Create a unified network across schools
- Centralised management
- Reduce support overhead
- Enable secure remote access to school data
- Cut costs through purchasing synergies and operational efficiency
- Provide a future-proof, modern user experience

### SCOPE



73 schools



Around 39,500 users



Over 25,000 devices

### SOLUTION

As part of Gelsenkirchen's strategic transformation initiative, we took on end-to-end responsibility for the project – from consultation and planning to full-service deployment at all 73 school sites.

The complexity of the school landscape presented a particular challenge. We handled training and consulting, full onsite rollout, and setup support.

The solution combined IServ Local Cloud and IServ Regio Cloud, tailored to the specific needs of each school site.

Today, schools in Gelsenkirchen use the IServ school platform as their digital foundation for daily operations: group and user management, classroom device control, software deployment, SSO, file and print services, and more.

The entire project was financed by the City of Gelsenkirchen using public funding.



### SCHILD-NRW

The IServ Import module natively supports SchILD-XML files.

# CENTRALISING THE CITY OF GIESSEN'S SCHOOL IT INFRASTRUCTURE

## Best practice insights

### PROJECT

As the local education authority, the university city of Giessen oversees every type of school – from primary and special education to secondary and vocational schools.

### OBJECTIVES

- Standardise and centralise the school IT infrastructure
- Provide a modern, digital learning environment
- Enable straightforward device and software management
- Establish clear, predictable cost structures
- Implement a stable, intuitive school platform

### SCOPE



28 schools



Around 19,500 users

### SOLUTION

Giessen uses the IServ school platform across all 28 of its schools – from small primary and special schools to large vocational institutions with over 1,500 students.

At the start, some primary schools adopted the IServ Hosted Cloud to simplify communication and classroom organisation. Meanwhile, secondary and vocational schools used the IServ Local Cloud exclusively.

Today, every school in Giessen runs on the Local Cloud – ensuring a seamless, city-wide switch to a unified solution. This transition highlights just how well the IServ school platform adapts to varying technical environments and how effectively it supports flexible infrastructure strategies.

To streamline identity management and enable cross-site visibility into networked devices, the city now also operates the IServ Central Instance in its own data centre.

The initial installations in Giessen – at Gesamtschule Gießen-Ost and Herder-Gymnasium – were carried out with support from IServ and an external partner. Now, the city's own IT department handles all deployments independently.

From the project lead: »Yes, I'd absolutely recommend the IServ school platform to other school authorities,« says Volker Schwenzfeier, Head of IT for Schools in Giessen. »The system continues to grow – so it's clear that going with this all-in-one platform was the right decision. Compared to other school server solutions, IServ covers both the pedagogical side and provides real support for the schools' technical operations.«



### LUSD-HESSEN

The IServ school platform also offers import of user data from Hessen's school administration system, LUSD.

**LEARN FROM DAY**

**ONE – FROM THE**

**PEOPLE WHO BUILT IT**

*Training offers from our academy*

**FROM BASE KNOWLEDGE TO CUSTOM TRAININGS**

Whether you're just getting started or looking to deepen your expertise – our training grows with you. Get to know the IServ school platform from the ground up in our foundation courses, or sharpen your skills in focused topic workshops or custom-tailored sessions. Always led by real IServ pros – the people who know the system inside out.

Find out more at: [iserv.de/akademie](https://iserv.de/akademie)



For more information about the  
IServ school platform,  
please visit: **iserv.de**

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