THE ISERV SCHOOL PLATFORM

The all-in-one solution for your educational network

iserv

EVERYTHING YOUR SCHOOL WANTS – IN A SINGLE PLATFORM

Claim your free 3 months trial on *iserv.de*

INHALTSVERZEICHNIS

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.
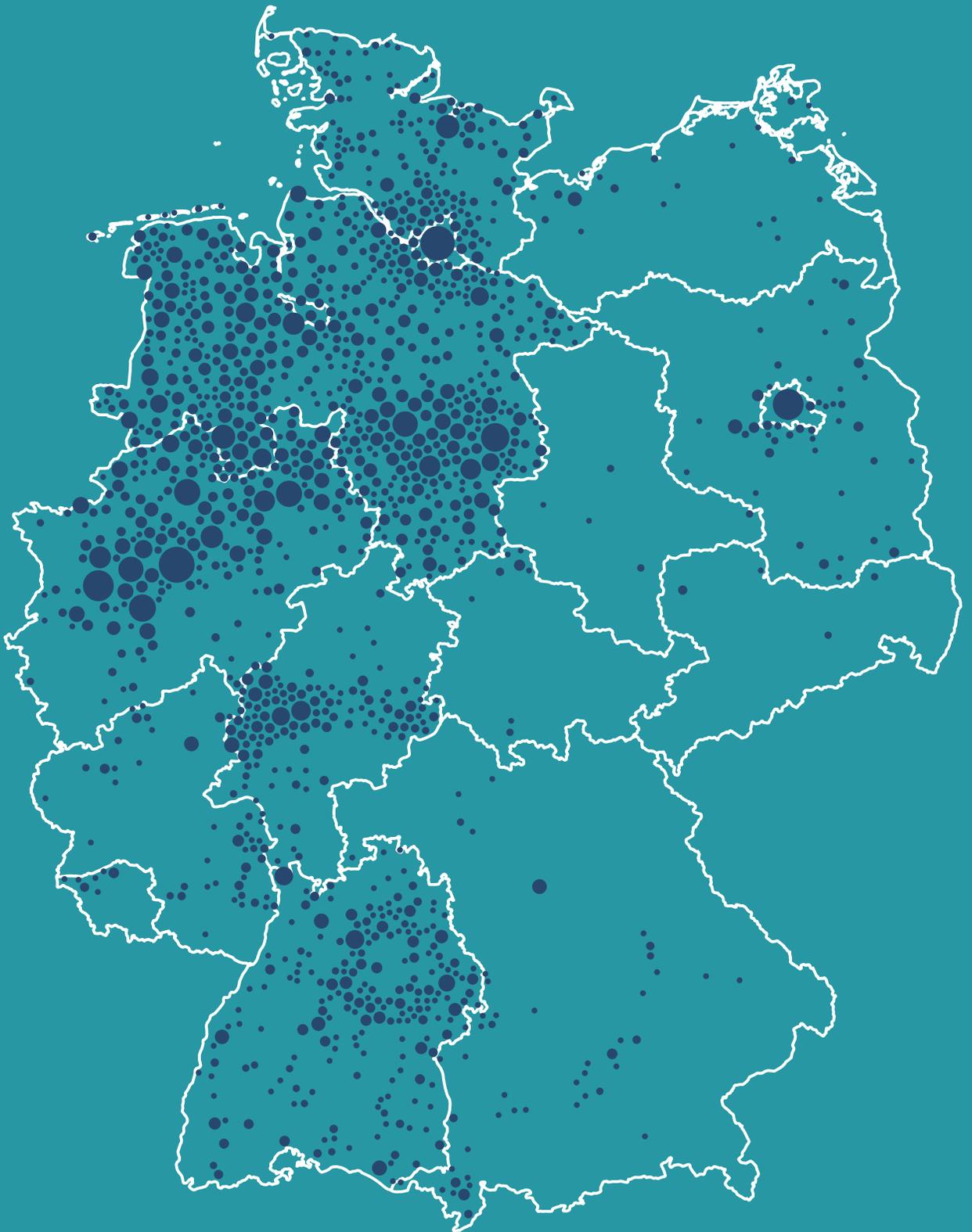
GERMANY'S LEADING
SCHOOL PLATFORM
Facts and figures

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.

SCHOOL COMMUNICATION

Reach teachers, students and parents – all in one system

Effective communication is foundational for every school routine. The IServ school platform brings together all communication channels in one secure and consistent system. Whether teaching, coordinating or informing: you reach the right people – directly, clearly, and reliably. All functions comply fully with data protection standards. Hosting takes place either in certified German data centres or directly on your school's premises.

E-MAIL

Everyone in the school community, from pupils to administration, receives a dedicated e-mail address under your school's domain. Custom groups make it easy to reach all subject teachers or an entire year group at once, without the need for separate mailing lists. Access and usage can be defined individually: internal use only, or with external sending and receiving rights as needed. The system integrates seamlessly into your usual e-mail workflow – via app, browser or desktop client.

MESSENGER

Give feedback, coordinate quickly, or simply stay in touch – with individuals or groups. The IServ messenger enables fast and compliant communication, with role-based access: teachers can share information; pupils can respond or simply receive updates, depending on the setup.

VIDEO CONFERENCING

Teach and collaborate from anywhere. Virtual rooms can be set up for classes, subjects, or parents – without requiring external accounts. Integrated classroom tools like activity dashboards offer real-time insights: who is speaking, contributing via chat or sharing screens? This helps teachers identify patterns of engagement and better support all learners.

LETTERS TO PARENTS

Communicate with parents, entirely within the IServ platform or via the IServ app. Messages are sent digitally, and read receipts or replies (e.g. confirmations or acknowledgements) can be requested as needed. Contacts are managed automatically and groups such as „all parents of Class 3b" can be selected directly. A notification informs parents when a new message is available, and incoming responses are automatically organised in a central overview.

TRANSLATE

Parents can translate digital messages, such as those sent via the Parent Letters module, directly within the platform. A selection of widely used languages is available, including English, French, Polish, Romanian, Russian, Turkish, Arabic, Bulgarian, Italian, Spanish, Korean and Ukrainian. Translations are AI-supported and available at the click of a button. This allows schools to maintain inclusive communication without additional administrative effort.

FOREN

Forums provide a digital space for structured discussions – for planning school events, managing working groups or exchanging ideas. Moderation tools ensure clarity and fairness. Manage access rights to limit visibility to specific groups or open discussions school-wide. Subscriptions notify users of new posts, keeping everyone informed.

ADDRESS BOOK

Manage all contacts in one central address book – individually or shared across teams. Create mailing lists to streamline group communication, manage user profiles and release contact information for easier coordination, securely and GDPR compliant.

SCHOOL ORGANISATION

Manage all aspects of your school day through a single platform

The IServ school platform supports the coordination of all organisational tasks – from timetables and room allocation to exams, materials and internal communication. All roles involved in school life work on a shared foundation, with defined access and responsibilities.

CLASS REGISTER

Keep everything in one place: record attendance, lessons, homework and remarks – digitally and securely. With the IServ Class Register, you leave the paper version behind and gain powerful extras: absences are evaluated automatically, missing entries are highlighted, and everything aligns with your current timetable and substitution plan. You can access it anytime – whether you're on a smartphone, tablet or PC – making it reliable even when you're working on the go.

FILES

Organise your school files the smart way. Everyone gets private storage space, accessible via the IServ app or directly in the browser. Shared folders make collaboration easy and secure, with clear access rights for each group.
Use connected drives to work directly with files on school computers or smart boards – no downloading needed. What you save at home is instantly available in class. Everything stays synced and tidy.

CLOUD

Need to share a document with your team or externally? The Cloud module lets you share folders and files flexibly. You can send out exam templates to colleagues or make info packs available to parents even without a login. Define exactly who can view or edit each file. With version history and a trash bin, nothing gets lost. You can always go back to earlier versions or recover deleted files in just a few clicks.

BOOKINGS

Book what you need, when you need it – from rooms to beamers to laptop trolleys. The Bookings module is integrated directly into the IServ school platform. Availability is based on your school's timetable structure. Everyone sees real-time availability, and booking rights can be set individually or by group.

CALENDAR

Plan transparently with a shared calendar for individuals, groups and the whole school. Add class events, team meetings or school-wide activities. You can also manage your own private appointments. Entries from other modules, like Assignments or the Exam Timetable, sync automatically. The IServ Calendar works smoothly with common calendar apps.

EXAM TIMETABLE

Coordinate exams across your school with clarity. The Exam Timetable module makes it easy to plan and communicate written assessments. Pupils see upcoming exams right on their home page or calendar. The system automatically spots conflicts, like when too many exams cluster in a short time. You can also block off project weeks or trips to avoid overlaps.

TIMETABLE & SUBSTITUTION PLAN

Know what's happening at any time. Teachers, pupils and parents can see the current timetable and substitutions via app or browser. You can import data from external systems like Untis, SVPlan or Davinci. The module also helps you schedule meetings by displaying multiple timetables side-by-side.

ABSENCES

Absences can be reported quickly and reliably via the IServ platform. Parents submit absence notifications digitally, optionally attaching supporting documents such as medical certificates.Relevant staff members are automatically informed, reducing calls to the school office significantly.

PARENT-TEACHER CONFERENCES

Plan and manage your appointments digitally and without administrative overhead. Teachers define their available times; the system prevents double bookings and sends notifications when new appointments are available. Parents select the relevant teacher and book a free slot directly in the module. Notes can be added in advance by all participants to ensure each meeting is well prepared.

SURVEYS

Collect feedback from across the school – quickly, securely and anonymously. Use the Surveys module to design questionnaires for pupils, staff, parents or specific user groups. Surveys can contain multiple sections and be repeated at defined intervals. Results are available in real-time and presented clearly as charts.

COURSE SELECTION

Coordinate elective courses and learning groups directly via the IServ platform. Pupils select their preferences, including first, second and third choices, through a simple interface. Parental confirmation can be requested if needed. The system calculates the optimal allocation of pupils based on availability and preferences, and allows manual adjustments where necessary. You can also use this module to manage extracurricular activities such as clubs or extended day programmes.

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**

NEWS

The News functions as a central bulletin board for your entire school community. Post important announcements directly on the IServ home screen – whether it's about new staff, event updates or short-term changes such as early dismissal. News can be targeted to specific user groups, and external sources like RSS feeds can be integrated. Optionally, posts can be published automatically to your school's website.

INFO SCREEN

Present current information clearly on monitors throughout the school – in hallways, the canteen or staff rooms. Choose from a range of templates and configure layout, content types and display rules to suit your needs. Content can include HTML, PDFs, images or news items. Screens can be grouped and scheduled flexibly – by time, day or location – to ensure relevant information reaches the right audience at the right moment.

PLANS

Share weekly schedules such as canteen menus or duty rosters digitally. Upload PDF, TXT or HTML files to a designated folder and define the display period using file names. The system ensures that the correct version is shown to the right group, on the right day, automatically. A central overview lets you monitor what is scheduled to be shown and when.

KNOWLEDGE BASE

Build a searchable library of internal school knowledge. Document procedures, workflows or frequently asked questions – from room bookings to behavioural processes. Entries can be categorised and access rights defined per group. A full-text search helps users quickly find the information they need, while editorial control ensures quality and clarity.

KLASSENGELD (CLASS FUND) ⊕ €

Collect and manage class-related payments digitally – from small contributions for photocopies to larger sums for school trips. In cooperation with our partner infin, the Klassengeld (class fund) module removes the need for cash envelopes. Create payment requests in just a few steps and send them directly via the Parent Letters module. The status overview shows who has paid and who is still due. For licensing details, please contact our sales team.

MEDIA LIBRARIES ⊕ €

Manage physical resources such as books, CDs, cameras or learning kits – flexibly and across multiple school libraries. Keep track of who has borrowed which items and monitor inventory levels. Developed by teacher Jens Schönfelder, this add-on module can be added on request.

TEXTBOOK LENDING ⊕ €

Digitise your textbook management. This optional module automates key steps – from loan requests to replacement tracking – and stores all data centrally for easy access. Developed in partnership with SBL Schulbuchausleihe GmbH. For further details or a free trial, visit: digitale-ausleihe.de.

STUDENT CAREERS ⊕

Support pupils in planning their next steps after graduation. The Student Careers module helps them discover regional apprenticeships and apply directly – all within a secure, guided digital environment. This free module can be installed and activated at any time.

⊕ **free** add-on module
€ **paid** add-on module

ENDOOORGANIZE ⤨ €

Manage your entire school inventory in one place – from furniture and IT equipment to accessories. The optional module endooOrganize allows you to track items, control lending processes and plan replacements centrally and transparently. For details on features and pricing, please contact us directly.

FORMS ➕ €

Whether it's enrolment, an excursion request or an absence form – the Forms module lets you create digital forms for any purpose within your school. Define who can fill them out and where the information should go. All entries are saved directly in the IServ school platform. For a free trial or pricing details, visit: **althaus.it/iserv/formulare**

MAINTENANCE TASKS ➕ €

Keep track of recurring maintenance activities across the school, directly within the IServ school platform. From fire extinguisher checks to waste disposal: tasks can be listed, assigned, and marked as completed. This provides full visibility and control over ongoing responsibilities.
More information and pricing available at: **althaus.it/iserv/wartungsarbeiten**

MAKE-UP EXAMS ➕ €

Coordinate make-up exams and retests without paperwork. With the Make-Up Exams module, you can schedule sessions for entire year groups and assign rooms and supervisors digitally. Pupils see all appointments directly on their IServ home screen. Once the exams are completed, teachers can upload the results immediately. Full details available at: **althaus.it/iserv/nachschreiber**

➕ **free** add-on module
⤨ API
€ **paid** add-on module/ paid license required

Deutschfuchs

Classtime

BROCK HAUS

BRAINYOO

CodeRoom

Digitale Lernwelten

Ducky Tutor

clama
Classroom Management simplified

123 CHEMIE

CASIO

EduBot

BUNDES WEIT INFORMATIK NACHWUCHS FÖRDERN
Bundesweite Informatikwettbewerbe

studyspace

FUJOUR
Berufsorientierung

GYMME MORE
Deine Plattform für Berufsorientierung.

FRONTREAD
Stärkeres Lesen - Lebenslanges Lernen

Klett

educa AI

M.O. Modus Operandi

BILDUNGSLOGIN
LIZENZVERWALTUNG

Geevoo

GRAMMARIO

grammatip.de

its learning

Mein Schulplan

Tipp 10.

Binogi

Klassenalarm

diggies

EdSnacks

Maple Tales
Deine interaktive Lesewelt

inventorio

Online- Vertretungsstunden

BILDUNGSLOGIN
MEDIENREGAL

BookWidgets
interactive learning

Enbrea Klassenbuch

ROCKE+TUTOR

simpleclub

Splint

phase 6

ReLoAd

Lumi

SCHUELERZEITUNG.ONLINE

lukaz

cucua
INTERAKTIV LERNEN

NAVIGIUM
...macht Latein zum Lieblingsfach

Edu places

All your school's apps – on one platform

Eduplaces brings together all the digital tools your school needs for teaching and learning – so you can focus on education, not administration. Browse our curated app store to find the right solution for every situation. Manage all users centrally and provide seamless access through single sign-on. Pupils and staff log in once and gain direct access to all approved apps – from digital textbooks and AI tools to subject-specific learning apps.

Find out more at: **eduplaces.de**

TEACHING

All the tools you need for

your digital classroom

No matter how you teach – the IServ school platform provides a structured digital environment for planning, delivering and managing lessons. Assign work, give feedback, integrate multimedia content, and collaborate in real time. With interfaces to a wide range of educational resources, teaching becomes more connected and efficient.

ASSIGNMENTS

Plan your week from home and assign tasks digitally. Whether for individual pupils, groups or whole classes – define topics, set deadlines, and track progress in real time. Pupils see all open assignments directly on their IServ home screen, can submit their work, and mark tasks as completed. Teachers can provide feedback, add comments or voice messages, and share model solutions at a defined time. All work stays securely organised within the platform.

WHITEBOARDS

Explain complex topics visually – whether during a lesson or in preparation. The Whiteboards module allows you to create and share diagrams collaboratively. Work independently or in live sessions, including video conferencing. Define permissions, draw with ready-made shapes, insert text or paste images and graphics from other apps. Completed boards can be downloaded or shared with the class.

POLLS

Get instant feedback with a single question – ideal for classroom use. Whether choosing a destination for a school trip or voting on a class representative, Quick Polls let you gather opinions quickly and easily. Decide whether participants can vote anonymously or select multiple options. Ideal for lessons, planning and group decision-making.

OFFICE

Enable collaborative document editing directly in the browser. Pupils can write texts, organise data in tables and prepare presentations – without installing additional software. Documents can be opened from e-mails, forums or group spaces and saved directly in the Files module. Everything is accessible from any device. And if a homework assignment accidentally »got lost at the pool« – that excuse may no longer apply.

DOCUMENTS

Write and edit documents online – alone or as a team. Everyone works in real time, with changes tracked by colour and stored automatically. Each participant is assigned a colour, so it's always clear who contributed what. A timeline allows you to view and restore previous versions at any time.

GROUP VIEW

A dedicated digital space for any group – such as a class or project team. Post announcements, coordinate shared tasks, and keep everyone up to date. The module automatically displays relevant updates from linked moduls such as Assignments, Exam Timetables or Calendars. All upcoming events are shown in one overview – specific to each group.

CURRICULUM

Plan the school year methodically and collaboratively. Use the Curriculum module to define timeframes for key content areas, assign planning responsibilities, and structure teaching approaches. Teams can add materials, define learning objectives and include guiding questions. Entire plans can be exported or imported – making it easy to collaborate across schools or adapt existing structures.

SCOBEES ⊕ €

Empower your students to take charge of their own learning while strengthening their media skills along the way. With Scobees, you can personalise every topic based on individual needs and learning levels. Ideal for tailored support plans or German as a second language. Reflection tools, feedback features, and digital learning journals help structure the week and support coaching sessions.
More info and licensing: **scobees.com**

BRAINYOO ⊕ €

Brainyoo is a mobile learning platform designed to turn any device into a didactic toolbox. Use ready-made microlearning content or create your own, fully tailored to your subject and students. Gamify revision with quiz battles, design digital tests with auto-scoring, and track progress through detailed learning statistics. Includes a direct PONS integration for language support like Scan & Translate.
More info and licensing: **brainyoo.de**

WESTERMANN ⤬ €

Seamlessly connect to Westermann's learning environments through the IServ school platform. The ALFONS Online Lernwelt offers exercises in maths, German and English, designed especially for primary schools. Quickly assess learning levels with OnlineDiagnose Grundschule and support learners with targeted material. For grades 5–11, OnlineDiagnose Sekundarstufe provides structured testing and personalised support across core subjects.
More details: **westermann.de/iserv**

MUNDO ⤬

MUNDO is the open educational media library by Germany's federal states. Access free, quality-approved teaching resources across all subjects and school levels – from partners like the Bundeszentrale für Politische Bildung and other OER platforms.

EDUPOOL ⤬

Connect to regional media libraries through Edupool. Find approved digital content tailored to your state's curriculum. Already included is the Bildungs-mediathek NRW for North Rhine-Westphalia.

BILDUNGSMEDIATHEK NRW

Teaching in North Rhine-Westphalia? The IServ school platform gives you instant access to the Bildungsmediathek NRW. Browse worksheets, explainer videos, learning games, images, maps, and even full lesson plans all in one place.

BROCKHAUS

Bring your lessons to life with digital resources from Brockhaus – from encyclopaedias to interactive materials and learning modules. Students can explore trusted reference works or take guided online courses. All content is available through the IServ school platform.
Learn more: **brockhaus.de/info/schulen**

#METHODENGUIDE

The #MethodenGuide by the Niedersächsisches Landesinstitut für schulische Qualitätssicherung offers step-by-step methods in plain language – from "What's it about?" to "How it works" including tools, apps and materials.

EUROPATHEK

For vocational schools and further education: EUROPATHEK is your virtual library filled with multimedia learning units. Enhance your teaching with ready-to-use materials across subjects.
More info: **info.europathek.de**

➕ **free** add-on module
🔀 API
€ **paid** add-on module/ paid license required

EDUPLACES ➕ €

From vocabulary trainers and digital textbooks to school administration software – Eduplaces brings all your learning and teaching apps together on a single platform.Whether you're just starting your digital journey or already use a variety of tools in everyday school life, Eduplaces helps you focus on what really matters: education.

The Eduplaces app store offers a growing selection of mobile apps, platforms and learning tools – so you can create a tailored digital toolkit for your school's needs. All app access is managed centrally via the integrated user management system. With single sign-on (SSO), pupils and staff can log in once and access all assigned apps directly – using just one password. This not only saves time but also increases security.

Use of Eduplaces is free of charge for schools. IServ schools will find the Eduplaces integration already built into the platform navigation – enabling simple, consistent access to all tools, anytime and from any device.

For more information, visit: **eduplaces.de**

➕ **free** add-on module
€ **paid** licenses for the offers required

EduBot

AI for your classroom

TURN IDEAS INTO LESSONS – WITH EDUBOT

AI made for schools. Fully GDPR-compliant and hosted on servers within the EU. EduBot helps you focus on teaching by handling the tasks that often take up too much of your time. Create entire lessons with tailored materials, generate individual worksheets, or design interactive activities – even involving your pupils' favourite actor. Use templates that work, without needing AI expertise.

Try now for free at: **edubot.de**

NETWORK &

DEVICE MANAGEMENT

Manage your

entire school network –

from anywhere

With the IServ school platform, all administrative tasks can be handled centrally, securely, and with minimal effort – even without an IT background. Operating systems and applications can be installed and updated remotely, and devices managed across the entire network. Security is handled automatically: nightly updates and full system backups run in the background, without any extra workload.

DEVICE MANAGEMENT

Track and organise all school-owned devices – from laptops and tablets to digital whiteboards. The Device Management module provides a complete inventory overview, including serial numbers, hardware details and location data. New devices can be registered, unknown ones identified, and everything assigned to rooms. Once configured, users can log in with their IServ credentials and access the school's computers, printers or other systems directly.

DEVICE CONTROL

Start, lock or reset multiple devices with a single click. For example, switch all classroom PCs to exam mode, allow limited internet access for research tasks, or blank screens to regain focus. The Device Control module gives you class-room-wide control without needing technical expertise.

SOFTWARE DEPLOYMENT

Easily manage operating systems and software across a mixed hardware landscape. The Software Deployment module handles central installation and updates – regardless of manufacturer or component setup. Drivers are matched automatically, and all devices are added to your IServ Windows domain upon installation. Over 1,200 ready-to-install applications are available, including many free options for schools. Install software packages to individual devices or entire groups – and make adjustments manually where needed. Updates are installed automatically overnight.

WI-FI AUTHENTICATION (BYOD)

Enable secure, user-based access to the school network for private devices. With Wi-Fi Authentication, pupils and staff connect to the network using their IServ login credentials. Each device is linked to a specific user and automatically removed from the system when the account is deleted – ensuring centralised control. Internet access can be enabled or restricted via user permissions in the IServ app or web interface.

Mobile Device Management (MDM)

Built specifically for iPads. With the MDM module, you can remotely install apps, apply usage restrictions, and configure devices – including timed profiles, ideal for holidays or exam periods. You can enable Lost Mode, display a device's location, and manage shared iPads with guest or multi-user profiles. Zero-touch deployment means devices are preconfigured without opening the packaging.

MOBILE DEVICE CONTROL

Control classroom devices with just a few clicks – no admin experience required. Lock all devices, disable internet or cameras, or restrict use to a single app. The Mobile Device Control helps you maintain focus during lessons by limiting distractions and ensuring devices are used as intended.

PRINT MANAGEMENT

The Print Management module allows users to send print jobs from their device or browser and select a specific printer. As an administrator, you manage all printers centrally, assign printing quotas to pupils and staff, and monitor costs per user. You can also define access rights – for example, allow printing in the staffroom for teachers only, either individually or by group.

EXAM MODE

Ensure focus during assessments. With a single click, selected devices switch to Exam Mode, restricting access to files, drives, group folders and the internet. Pupils log in with their usual IServ account, and predefined folders provide read-only access to exam materials and a separate space for submissions. This ensures a smooth and secure digital exam process.

MONITORING

Keep track of your school server's status at all times. The Monitoring module displays key performance data in real time – from storage use and processor load to network traffic and running services. Charts provide clear overviews, and critical system messages (e.g. full or failing hard drives) appear directly on the dashboard. You can subscribe to status messages via the network monitor – an essential tool for quickly identifying issues and supporting resolution, even in case of outages.

ISSUE REPORTING

Report, manage and resolve technical issues – all within the IServ school platform.The Issue Reporting module is an integrated ticket system that enables structured error tracking and resolution. Reports are categorised and centrally processed, ensuring full transparency for all involved. Categories can include caretakers or external service providers, who can be integrated directly into the process. All users can report issues without needing a separate platform.

BACKUP

Your data – automatically backed up every night. The Backup system regularly saves all data on your IServ platform. If a file or e-mail is accidentally deleted, it can be restored quickly with the help of our support team. You decide where your backup server is located: on-site, at your school authority, or in a data centre.

ENDOO ACCESS POINT ⊕ €

Expand your school's Wi-Fi network with endooSpot access points – seamlessly integrated with the IServ school platform. Access points are automatically detected and can be configured directly through the IServ platform. This creates a powerful, flexible school network – centrally controlled and easily scalable.

⊕ **free** add-on module
€ **paid** add-on module

IDENTITY MANAGEMENT & INTERFACES

Seamless integration for a connected school environment

The IServ school platform is not a closed system – it's an open, standards-based solution that integrates smoothly with your school's digital infrastructure, your local authority and even state-wide systems. We work closely with school authorities and ministries to connect regional services and national platforms – for example, moin.schule in Lower Saxony or the LUSD system in Hesse. The IServ school platform can serve as either a source system (sending user and group data to external platforms) or as a target system (receiving data from central school databases). For schools, this means less effort managing identities – and a direct, secure connection to the digital services already in use at regional or state level. The IServ school platform supports standard protocols such as LDAP, OneRoster, OAuth, OpenID, SAML and SchulConneX. All users authenticate via single sign-On (SSO) and only need to remember one set of login credentials. With our »Login with IServ« feature, there's no need to configure SSO repeatedly – access to connected services is immediate and secure.

Learning and Teaching Apps

Through the IServ school platform, you can also access a wide range of third-party apps and learning platforms. Some tools are deeply integrated into the system. With Eduplaces, you have access to a growing app store full of educational tools – from digital textbooks and AI-supported learning assistants to interactive subject apps. Assign access directly at Eduplaces and manage all logins centrally.

USER MANAGEMENT

Every person using the IServ school platform – pupils, staff, administrators, parents – is assigned a digital identity. Use the User Management module to create accounts, define roles, manage permissions and structure your school into classes, groups or year levels. Accounts and user data can be added manually or via import – for example, in the case of short-term pupils or exchange students.

IMPORT MODULE

Import pupil lists directly from your school administration software – securely and with full data integrity. First and last names, classes and IDs can be transferred via CSV. The module also allows for importing parent accounts and linking them to pupils automatically. Duplicates are filtered, and accounts with passwords and email addresses are created immediately – ready for use. Class and year groups are set up as part of the import process.

ENTRA ID CONNECTOR

Synchronise selected users or groups directly with Microsoft Entra ID (formerly Azure AD). As an administrator, you only need to manage user data once. Users can sign in to Microsoft services using their IServ account via single sign-on. Please note: Additional Microsoft licences are usually required for this functionality.

STATE-LEVEL INTERFACES

Import users and groups directly from your state's identity management service – bypassing the need for manual data transfer from school administration systems. Our interfaces to official state platforms allow your school to connect seamlessly to government digital services.

WEBUNTIS CONNECTOR

Connect WebUntis directly to your IServ platform. Once linked, SSO is available across both systems, and users can switch between them with one click. Central data – such as pupil records – can be synchronised effortlessly, so that information only needs to be entered once. More info: **untis.at**

API

paid license required

CLOUD SOLUTIONS

Scaleable and

cost-efficient
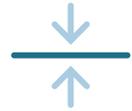
Operate your IServ school platform wherever it suits you best: on a local server at your school, in a regional data centre, or fully hosted in the cloud. All variants allow for central administration from anywhere – regardless of your school's technical setup. No dedicated server room? No problem. IServ offers solutions tailored to both individual schools and school authorities managing diverse infrastructures. Whichever model you choose, you remain fully flexible – and can switch to another variant at any time as needs change.

ISERV LOCAL CLOUD

With the Local Cloud, your IServ platform runs on a physical server directly at your school (on-premises). This is particularly useful in cases of limited internet bandwidth.

Despite the local setup, pupils, staff and administrators can use all IServ functions remotely – via app or browser. Admins can manage the network, configure internet filters, install software and handle BYOD devices – all from anywhere.

When using IServ hardware, you benefit from a 5-year on-site warranty, automated updates and remote maintenance. This ensures your server runs with minimal intervention.

ISERV HOSTED CLOUD

Ready to go – no local hardware needed.
The Hosted Cloud runs your IServ platform in one of our certified data centres (SaaS). All core features are included: communication, organisation, teaching modules, mobile device management (MDM), identity management, backup and interface integration – without requiring any additional on-site equipment.

ISERV REGIO CLOUD – DIRECT, VPN OR LITE

In the Regio Cloud model, your IServ platform is hosted on a server in a municipal data centre (SaaS). No server is required at the school.

You can connect in one of three ways: Direct (e.g. Dark Fibre), VPN (site-to-site, provided by the client) or Lite (via public internet).

Regardless of connection type, all IServ functions remain available – including communication, organisation, teaching, MDM, identity management and interface access.

For Direct and VPN, network management features are also included.

ISERV CENTRAL INSTANCE – HOSTED OR REGIO

The IServ Central Instance allows school authorities to manage multiple schools from one location – whether they use Local, Hosted or Regio Cloud models.

All connected systems are brought together under a unified solution, including consistent user authentication across schools and centralised administration via a network monitor.

This improves system reliability, helps detect faults early, and reduces administrative workload.

Two options are available:
• Hosted Central Instance – hosted by IServ in one of our data centres
• Regio Central Instance – operated by the authority itself on local infrastructure

ISERV BACKUP SOLUTIONS – LOCAL, HOSTED OR REGIO

Your data is backed up automatically every night – without manual effort.

The backup includes all user files, group data and server content, and can be restored as needed. For added security, the backup server is located separately – either in another room or at a completely different location.

Choose from three options:
• Local Backup – in your school
• Hosted Backup – in one of our data centres
• Regio Backup – hosted by your school authority

You can also implement a multi-tiered backup concept for increased resilience. More information on cloud solutions can be found in our brochure »IServ for School Authorities« at: **iserv.de/downloads**

SERVICE & SUPPORT

Here when you need us

From initial planning to day-to-day assistance: our team is here to support you every step of the way. Our sales team helps you choose the right cloud solution. Our technicians handle the installation. Our developers provide regular updates. And our admin support team is available to help you solve any issue – by email, phone or remote access – so your IServ school platform always runs smoothly.

CONSULTING & INSTALLATION

We make setup as easy as possible – right from the start. Depending on your chosen cloud model, we take care of installing your IServ school platform accordingly. For a Local Cloud, for example, our technicians set up the server on-site – together with your admins and, if needed, your school authority's IT staff.We then integrate your devices into the new IServ network, import all user data, configure accounts and set up initial groups – all from a single source and tailored to your school's needs.

ADMIN SUPPORT INCLUDED

It's always helpful to exchange ideas with other experts. Our technical support team is available Monday to Friday from 7:00 AM to 5:30 PM (CET). Get in touch via e-mail or phone – no question is too small. If something isn't working as expected, we'll help immediately and resolve the root cause via future updates. Support works closely with our development team, meaning your input contributes directly to the continued improvement of the IServ school platform – just like many schools have done since we started over 24 years ago.

Admin support is included in your licence – no additional costs
Working hours:
Mon–Fri, 7:00 AM to 5:30 PM (CET).

T: +49 531 38821-01
E: support@iserv.de

REMOTE SUPPORT

Our support and development teams help you wherever you are. Your data remains fully protected at all times, in accordance with GDPR. Remote sessions are conducted via personalised accounts, secured by two-factor authentication and documented both internally and by an independent third party.

ISERV REFERENCE NETWORK

Want to see how other schools utilise the IServ school platform? Our IServ Reference Network connects you with selected schools, authorities and data centres across Germany that actively support digital transformation – and are happy to share their insights. Contact us at vertrieb@iserv.de and we'll match you with the right IServ reference partner. More at: **iserv.de/referenzen**

FUNCTION & SECURITY UPDATES

The IServ school platform is built on Debian Linux – always in a stable version.
With our structured update routine, all functions stay up to date automatically and securely:
• Security updates run every night
• Feature updates are deployed weekly
• Major changes are tested first in selected schools before rollout

All updates are included in your licence and require no action from your side – ensuring your system always remains secure, stable and future-ready.

THE ISERV ACADEMY
Professional training
tailored to your school

Whether you're just getting started or looking to deepen your knowledge – the IServ Academy offers a wide range of training formats for all roles within your school. Introductory sessions help entire teaching teams launch confidently with the IServ school platform. As your use of the system grows, topic-specific workshops support continuous learning in the digital classroom. Workshops can be booked as in-house events, as part of a professional development day, or specifically for internal multipliers. And if you have questions beyond the standard offering, we'll work with you to design a customised individual workshop.

1. INTRODUCTORY TRAINING – YOUR FIRST STEPS WITH THE ISERV SCHOOL PLATFORM

What can the IServ school platform do for you? How can you use its core functions effectively to simplify daily routines? Our introductory sessions provide a step-by-step foundation tailored to the specific needs of your school. Experienced IServ Academy trainers lead the training on-site, via video call or in small online groups. You work hands-on in your live IServ environment, ensuring that everything you learn can be applied immediately – using the actual structure and processes of your school. This direct, practical approach helps build long-term confidence and promotes system-wide acceptance from the start. Das legt den Grundstein für Erfolg und Akzeptanz.

2. TOPIC-SPECIFIC WORKSHOPS – FOCUSED AND PRACTICAL

Deepen your knowledge with targeted sessions on specific modules and use cases. Led by experienced IServ consultants – who also work as head teachers, teachers or admins – these workshops offer expert insights, practical tips and real-world examples.

There's something for everyone:Learn how to manage communication with parents via the IServ school platform. Strengthen your admin skills in imports, group structures, roles and permissions. Explore how head teachers can integrate the IServ school platform into strategic planning and daily operations.

3. INDIVIDUAL WORKSHOPS – TAILORED TO YOUR NEEDS

Have questions that go beyond the standard programme? Individual Workshops are designed around your specific goals. Work directly with IServ consultants to address your school's use case, gain clarity, and apply proven best practices – in a format that fits your timetable and team structure.

More information on training formats and pricing: **iserv.de/akademie**
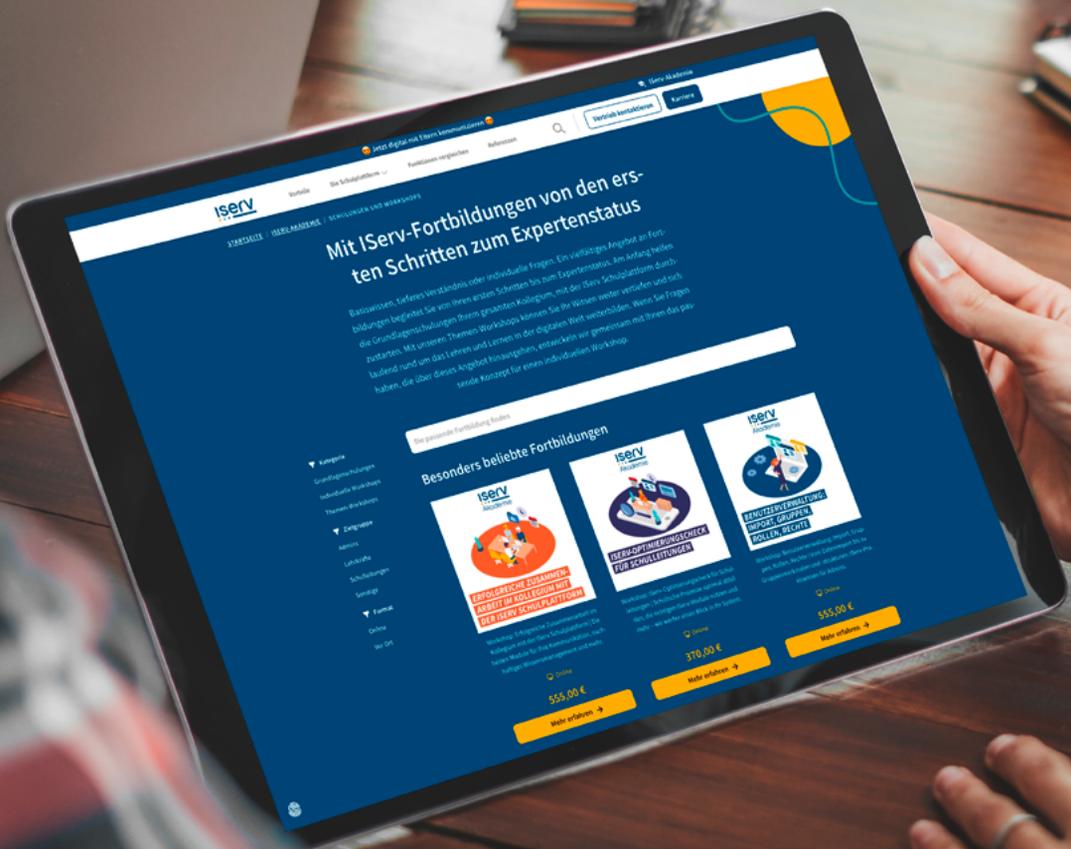
Mit IServ-Fortbildungen von den ers-
ten Schritten zum Expertenstatus

Besonders beliebte Fortbildungen

555,00 €

370,00 €

555,00 €

Mehr erfahren

SELF-SERVICE SUPPORT

Self-help simplified

Whether you're looking for technical guidance, want to explore a new function, or simply need a shortcut to make your day easier – IServ offers a range of self-service resources to match your knowledge level, your role and your working style.

ISERV HELP CENTRE

Need to assign homework, collaborate on documents or manage user accounts?The IServ Help Centre is your go-to resource – with structured, easy-to-follow tutorials, FAQs and videos from the IServ Academy.

You'll find:
- Step-by-step video guides for pupils, staff, and even parents
- Practical tips for daily use
- Learning paths for deeper exploration and structured self-paced training
- FAQs and written guides, including quick-starts for teachers, parents and pupils

Visit regularly – we're constantly expanding the content to support your day-to-day work.
Access the Help Centre directly from your IServ platform or via: **hilfe.iserv.de**

YOUTUBE CHANNEL

Prefer to watch and learn? Find all IServ Academy videos on our YouTube channel, designed for convenient, on-demand access to the latest IServ features and updates. Subscribe now to stay up to date: **youtube.com/iserv-gmbh**

ISERV DOCUMENTATION

Looking for in-depth technical details? The IServ Documentation includes everything from system-level explanations to user-level walkthroughs. Perfect for administrators and IT leads – but also accessible for teachers or students alike. Access it via the »Help« button in any IServ module or go to: **doku.iserv.de**

ISERV COMMUNITY

Sometimes the best help comes from others who face the same challenges. As an admin, you can connect with thousands of other school administrators through the IServ Community – to exchange knowledge, share experiences, and learn from real-world solutions. Register here: **community.iserv.eu/iserv/public/register**
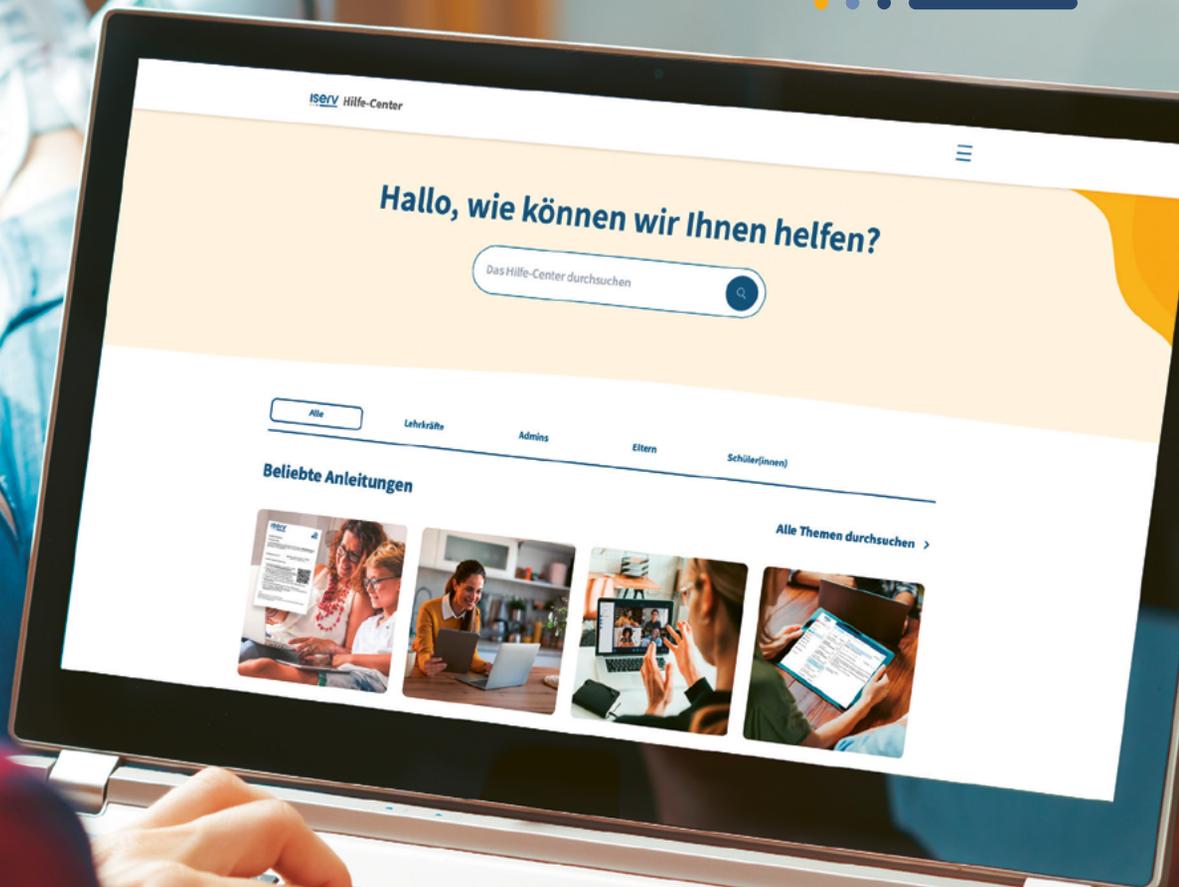
THE *ISERV HELP CENTRE*

The right answers – just one click away

VIDEO TUTORIALS, FAQS AND GUIDES

The IServ Help Centre gives you quick, practical answers to all your questions. With hands-on video tutorials and concise guides, you'll learn how to use IServ modules and features efficiently – step by step, clearly explained, and ready to apply immediately.

Access it directly from your IServ platform via the »Help« button or visit: **hilfe.iserv.de**

SECURITY

From operating system

to password policies

Schools work with sensitive data every day – from pupil records to staff accounts. That's why the IServ school platform was built from the ground up with security in mind. Our development team treats data protection as a top priority, with the time and attention it deserves. After more than 24 years of experience, our security concept is tried and tested – even against creative attempts by curious pupils.

NOT EVERY WEBSITE BELONGS IN THE CLASSROOM

The Web Filter module ensures pupils only access websites appropriate for education. Based on a blocklist, it restricts access to unsuitable content (e.g. adult material or online games). Exceptions for specific sites can be granted manually – either temporarily or permanently – when needed for teaching.

Security is deeply embedded in the IServ school platform

In digital education, security is not just a feature – it's a foundation. We continuously develop our protection measures, drawing on over two decades of experience. Every update, every new feature is designed with security at its core.

WHAT MAKES THE ISERV SCHOOL PLATFORM PARTICULARLY SECURE?

- **Stable foundation:** All servers run on Debian Linux in a stable, tested version

- **Automated updates:** Security updates are installed nightly – without user action

- **Strong password policy:** Users must create secure passwords that meet enforced criteria

- **Protected admin actions:** Critical admin tasks require an additional admin password

- **Brute-force protection:** Login attempts are rate-limited and blocked after repeated failures

- **SSL encryption:** Every server uses its own official SSL certificate

- **Secure e-mail transport:** Outgoing IServ e-mails are opportunistically encrypted Optional two-factor authentication for additional account protection Fully encrypted platform access for all users

- **Spam and virus protection:** Incoming emails are scanned for threats and blocked if necessary

- **Granular database permissions:** Services can only access data they explicitly need
- **Integrated firewall:** Shields the server from unauthorised external access

- **Automated daily backups:** All data is backed up every 24 hours to a separate backup server

- **Secure remote support:** Remote sessions by support or development staff are protected with personal accounts, two-factor authentication, and logging by both IServ and an independent external provider

DATA PROTECTION

The foundation of every

digital school solution

It's only natural that data protection is a priority for you – and it should be. The data stored on your school platform is particularly sensitive: It reveals personal details, often concerns minors, and therefore requires the highest level of care and legal compliance.

From the very beginning, the IServ school platform has been designed as a secure space. It combines a wide range of features within a single, enclosed system – structured like a capsule.

This makes the platform not only clearly defined and secure, but also much easier to manage and monitor compared to isolated standalone solutions – especially when it comes to data protection.

GDPR-COMPLIANT BY DESIGN

The IServ school platform ensures that your day-to-day school operations run in full compliance with the General Data Protection Regulation (GDPR): Teachers can never access the private emails or personal files of their pupils. All log files are stored exclusively within your own IServ school platform – never externally. All systems hosted by us (including mail relays, name servers, update servers, video conferencing and backup infrastructure) run exclusively on servers operated by certified providers based in Germany.

FROM LEGAL CLARITY TO READY-MADE TEMPLATES

We offer a wide range of resources to help schools confidently navigate data protection:
• A practical guide: »Data Protection in Schools«
• Fact sheets for administrators and users
• A complete documentation toolkit with templates, checklists and recommended measures

These materials help you strengthen your GDPR knowledge and ensure everyday compliance with minimal effort. Download now: **iserv.de/downloads**

COST EFFICIENCY

12 reasons how the IServ school platform saves time and money

The IServ school platform is designed to streamline your digital school operations. It brings together all essential tools in a single, integrated system – tailored to your school's needs.

This reduces both cost and complexity: one platform, one login, one consistent interface. Everything works seamlessly together, saving time in administration, reducing maintenance, and minimising the need for training.

Unlike fragmented systems that require individual licensing, upkeep, and user management, IServ offers a complete solution – reliable, scalable, and sustainable. Even large schools can manage their entire IT infrastructure with just one administrator.

ALL-IN-ONE SYSTEM

With the IServ school platform, you get e-mail, file storage, mobile device management (MDM), identity management (IDM), antivirus protection and spam filtering – all in one platform.

REDUCED ADMINISTRATIVE WORKLOAD

Centralised processes and a clear user interface allow IT staff to focus on more meaningful tasks.

ACCESS TO DIGITAL LEARNING RESOURCES

Benefit from integrated learning platforms, tools and teaching content – all connected via standardised interfaces and single sign-on (SSO).

NO MAINTENANCE COSTS

The IServ school platform runs reliably and requires minimal upkeep. Regular automatic updates are included. In case of issues, our support team is ready to assist.

FUTURE-PROOF THROUGH UPDATES

The IServ school platform is continuously developed. New technologies – from mobile learning to AI – are integrated with regular feature and security updates.

ENERGY EFFICIENCY AND SUSTAINABILITY

Efficient server usage saves power and supports your school's sustainability goals – while ensuring high reliability and uptime.

LOWER LICENSING COSTS

The IServ school platform includes tools for communication, organisation, device management, teaching and more – eliminating the need for multiple third-party licenses.

FEWER TRAINING SESSIONS

Thanks to the intuitive interface, users quickly find their way around. Admins, teachers and students need minimal training – supported by free tutorials and help resources.

CENTRAL DATA MANAGEMENT

Manage and store all school data in one place – no duplication, no scattered systems, no extra costs.

FLEXIBLE CLOUD SERVICES

The IServ school platform integrates seamlessly into your existing IT infrastructure and offers a range of cloud-based services for every school setup.

CENTRAL CONTROL AND ADMINISTRATION

School authorities can centrally manage multiple schools with the IServ Central Instance – for consistent policies, configurations and monitoring.

BUILT-IN GDPR COMPLIANCE

Every module is developed in line with GDPR standards. You benefit from legal certainty and fewer risks in data handling.

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

If you have any questions or
would like to arrange a personal
consultation, please don't hesitate
to contact us:

T: +49 531 38821-02
E: vertrieb@iserv.de