

ISAM Managed Service

Introduction

The ISAM Managed Service allows SAM Members who don't have the AMS-HOPS Managed Service to benefit from our experience in managing ISAMs across multiple schemes in England, Scotland, and Wales.

Having up to date ISAMs is crucial to the smooth running of any ITSO scheme, particularly the English National Concessionary Travel Scheme (ENCTS), which requires the acceptance of passes from all other schemes in England. The ISAM Managed Service takes over the often-overlooked process of managing your ISAMs to ensure they remain current.

Our highly experienced technical team will work with your HOPS provider to manage all the ISAMs connected to your HOPS, ensuring that both stock and live ISAM are always up to date with the latest product and media definitions and that the latest firmware updates and Key Extensions have been applied.

Services Provided within the AMS-HOPS Package

The ISAM Management Package provided by SAM includes the following services:

- Define and oversee ISAM profiling.
- Operate ISAM Management software tool.
- Development and management of ISAM Gold Profile
- Local apportionment of dedicated ISAM space to optimise Hotlisting.
- Monitor ITSO product registrations and update ISAM profiles as appropriate.
- Daily (M/F) check of the ISAM activity (ACK's and NAK's).
- Production of weekly reports per operator and area on ISAM performance.
- Troubleshoot ISAM issues and liaise with Suppliers to ensure ISAMs do not expire.
- Track ISAMs through the asset register when swapped out by Operators and/or Suppliers.
- Retrieve ISAMs on behalf of Members from, e.g. liquidators.
- Switch off ISAMs with ITSO no longer required to save money.
- Class 3 management and Key rollover management with Suppliers and ITSO.
- Attend ITSO meetings about ISAMs and respond to ITSO consultations about ISAMs.
- Bulk purchasing of ISAMs from ITSO and holding stock of blank ISAMs.