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## CASE STUDY - CITY OF LUXEMBOURG

# Telindus equips the City of Luxembourg with a mobile resources management.



SIM cards  
management

### THEIR OBJECTIVES

The Information and Communication Technologies Department (TIC) of the City of Luxembourg has called on Telindus and its sister company Tango to guarantee users a high quality mobile phone service support.



mobile fleet  
management

### THE CHALLENGE

«For a long time, the various city departments managed their own mobile telephony needs, with the consequent coexistence of more than 50 different customer accounts with our operator», remembers Frank Weiler, engineer within the Networks and Communications Department of the ICT Service of the City of Luxembourg. «It was obviously impossible, under these conditions, to have a clear and exhaustive view of the costs and needs». To properly assess the scope of the project driven by the Networks and Communications Department, it must be borne in mind that the mission is not limited to managing «human» users, but rather extends to the management of infrastructure assets owned by the city: buses and bus shelters in the municipal bus network, pumping stations, springs and water towers of the water utility, parking meters and parking guidance systems in particular. All these facilities are equipped with a SIM card allowing the collection of different types of telemetry data.

It is within this context that the ICT Department of the City of Luxembourg, anxious to improve both cost management and service quality, has entrusted Telindus with the implementation of a centralised management solution for its mobile telephony resources. «It quickly became clear that Telindus was the only partner able to provide a response tailored to our needs», says Frank Weiler.

## THE SOLUTIONS

«To accelerate interventions on mobiles, we chose to adapt our support intranet so that it could be interconnected directly with the Tango systems», explains Frank Weiler. Increased responsiveness, integrity of the information and improved service quality to users were also included in the specifications.

A major inventory effort was provided jointly by both partners before initiating the actual interconnection work, which resulted in the establishment of a centralised mobile park management platform. «This solution gives us a near real-time view of our consumption, which is very important for us », comments Frank Weiler. "Previously, we had packages for each subscription, which resulted in far too high expenses compared to our actual needs. With the solution provided by Tango, we were able to halve our mobile phone costs», he says.

## THE RESULTS

Frank Weiler will not hide his satisfaction: «One year after the start of the project, the platform is in the operating phase and we can fully measure the added value it brings us». The Networks and Communications Department is providing more and more through their smartphones to users, instead of traditional IT tools. Most infrastructure facilities owned by the City of Luxembourg being equipped with an embedded SIM card, the number of subscriptions with Tango rose to more than 500. «And we are only at the beginning», adds Frank Weiler. «The platform set up by Telindus should experience a strong rise in the medium and long term.»

## THE BENEFITS FOR CITY OF LUXEMBOURG

- Effective and transparent cost management
- Improved service to users
- Centralised management through a single console
- Clear view of current uses and projected needs
- Services managed by SLAs that guarantee their availability



### DISCOVER THEIR HISTORY



Now that the solution is in the operating phase, we can fully measure the added-value it brings us. Users particularly appreciate the gain in responsiveness and flexibility they now enjoy

**FRANK WEILER** – Engineer at the Networks and Communications Department of the City of Luxembourg's ICT division

## CITY OF LUXEMBOURG IN SHORT

To perform all the missions of a municipal administration serving the residents of the City, the City of Luxembourg has about fifty administrative, technical, cultural, social and socio-educational services.