CASE STUDY

Equip the City of Luxembourg with a mobile resource management platform.

VILLE DE LUXEMBOURG

telindus

THEIR OBJECTIVES

The City of Luxembourg's Information and Communication Technology (ICT) service has turned to Telindus and its sister company Tango to ensure users receive high-quality mobile telephony service and support.

THE CHALLENGES

"For a long time, the various City services managed their mobile telephony needs themselves, resulting in the coexistence of over 50 different client accounts with our operator," recalls Frank Weiler, an engineer at the Network and Communications Department of the City of Luxembourg's ICT Service. "It was obviously impossible, under these conditions, to have a clear and comprehensive view of costs and needs."

To fully understand the scope of the project initiated by the Network and Communications Department, it is important to note that its mission extends beyond managing "human" users to encompass handling infrastructure elements belonging to the City: municipal bus buses and shelters, pumping stations, water sources and reservoirs, parking meters, and parking guidance systems, among others. All these facilities are equipped with a SIM card enabling the collection of various types of telemetry data.

It is in this context that the City of Luxembourg's ICT Service, aiming to improve both cost management and service quality, entrusted Telindus with the implementation of a centralized management solution for its mobile telephony resources. "It quickly became apparent to us that Telindus was the only partner capable of providing a solution tailored to our needs," emphasizes Frank Weiler.

THE SOLUTIONS

"To speed up interventions on mobile devices, we chose to adapt our support intranet so that it could be directly interconnected with Tango's systems," explains Franck Weiler. Increased reactivity, data integrity, and improvement of service quality to users were also part of the specifications.

A significant inventory effort was jointly provided by both partners before starting the interconnection work, which led to the establishment of a centralized mobile fleet management platform.

"This solution provides us with a near real-time view of our consumption, which is crucial for us," comments Frank Weiler. "Previously, we had plans for each subscription, which resulted in expenses that were far too high compared to our actual needs. With the solution provided by Tango, we were able to halve our mobile phone costs," he testifies.

THE RESULTS

Frank Weiler doesn't hide his satisfaction: "One year after the project started, the platform is in operation, and we can fully measure the added value it brings us." The Network and Communications Department is increasingly providing services to users through their smartphones, replacing traditional IT tools. Since most of the infrastructure equipment owned by the City of Luxembourg is equipped with an embedded SIM card, the number of subscriptions with Tango has increased to over 500. "And we're just getting started," adds Frank Weiler. "The platform implemented by Telindus is expected to experience significant growth in the medium to long term."

THE BENEFITS FOR THE CITY OF LUXEMBOURG

- Effective and transparent cost management
- Improved service delivery to users
- Centralized management through a single console
- Clear view of current usage and future needs
- Services governed by SLAs ensuring availability

DISCOVER THEIR STORY

"Now that the solution is in operation, we can fully measure the added value it brings us. Users particularly appreciate the increased responsiveness and flexibility they benefit from."

FRANK WEILER - Engineer at the Network and Communications Department of the ICT Service