SPECIAL REPORT

Norrköping expands its operations monitoring

Norrköping is one of the municipalities that use Infracontrol Online to streamline its technical administration. The municipality already has a number of technical installations connected to the cloud service, and now it has also connected around 130 ticket machines. By detecting faults and sending information automatically to maintenance personnel, they can easily speed up and improve services to residents while also keeping operating costs down.

Olle Classon, system administrator at Norrköping municipality, has considerable experience with Infracontrol Online, and he feels that the ability to monitor operations is one of the major advantages of the service:

"Faults that can be detected automatically, can be remedied quickly and easily. It means we can devote more time to other things. We have two different types of ticket machines from Cale, and they're now connected to Infracontrol online. Because the service registers any faults and distributes them to our operations contractors automatically, the faults can be remedied quickly. What's more, we're able to plan and prioritize work better, which leads to lower operating costs. In addition to improving services for residents, we also lose less revenue since the ticket machines are working as they should."

Faults are detected and remedied immediately

Norrköping's 132 ticket machines were delivered by Cale and they are connected to Cale's central system, Cale WebOffice 2. From here, Infracontrol Online receives information about operational status and automatically registers any operating faults as cases. These are then distributed directly to the maintenance personnel responsible for the machines.

"Cale's upgrade of its ticket machines and its WebOffice system currently in progress out in the Swedish municipalities, opens up an opportunity to set up and monitor ticket machines as objects in Infracontrol Online, which was not possible in the past," says Jonas Bratt, Infracontrol's project manager for the implementation. *"Typical faults that can be registered include out of paper and low battery charge."*

In addition to the automatic registration and management of alarms, there is naturally also the ability to report faults on the ticket machines manually.

"In Norrköping, we provide several ways for residents to report faults," says Olle Classon. *"It can be done through our Fault Report Norrköping app, by sending a text message, by filling in a form on our website or Facebook page, or by simply calling our customer services."*

All information at a single point

Because both automatic alarms and fault reports are collected by the same service, work is made easier for everyone concerned. Furthermore, maintenance personnel and operations contractors often deal with many different technical areas and they find it extremely useful that all information is available in a single system.

"With the aid of Infracontrol Online, we not only get a good overview but also access to detailed information when we need it. This helps us remedy faults quickly and makes it easy to follow up each individual case. We also get statistics covering both alarms and fault reports that provide a clear overall picture of the operational situation."
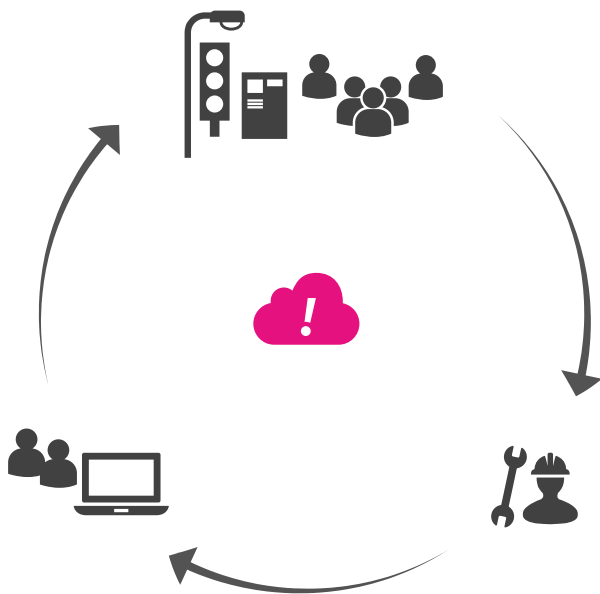
Infracontrol Online collects information about faults and sends it automatically to the appropriate person for action. When the fault has been remedied, it's reported to the managers concerned who use the information and take proactive measures to prevent similar problems from occurring again.

Everything should be connected

These days, there is much discussion about the Internet of Things and connecting things for various purposes. *"But this is nothing new,"* says Johan Höglund:

"It's something we've been doing since 1993 and it's one of the cornerstones of the operation. "What has happened more recently is that there are more technical solutions and they've become easier to use."

More and more municipalities are connecting their technical operations to the company's Infracontrol Online cloud service to gain a better overview and control.

"It should be a matter of course that every technical installation be monitored so that faults are detected and remedied in time. This lowers operating and maintenance costs and improves the quality of service to residents," continues Johan.

He argues that a service like Infracontrol Online is absolutely essential for society's infrastructure, because the requirement for availability is increasing and the maintenance requirement is growing in line with the number of technical systems installed.

Want to know more?
Contact Jonas Bratt, project manager, +46 31 333 27 08, jonas.bratt@infracontrol.com