

SPECIAL REPORT

Södertälje gets connected to Infracontrol Online



Everyday work has been made easier in Södertälje thanks to Infracontrol Online. Operations alarms from installations and defect reports from the public are collated into clear, easy-to-read cases in a simple web-based service. Service delivered to residents is improved at the same time as operations and maintenance work is simplified.

More and more people are connecting to the service which brings everyday benefits by assuring quality, simplifying operations and maintenance work, reducing energy consumption and simply by making sure the right person gets the right information at the right time.

-We begin by connecting all of our traffic lights to the service and handling cases in the Highways and Traffic area, says Anders Eklind, Research Engineer at the Urban Environment unit. Moving forward, the other units in the Community Planning Department will make use of this opportunity to gain better supervision and control.

Efficient operations supervision

Södertälje Municipality ranks 20 in Sweden with its approximately 85,000 residents; it is an expanding municipality with thriving industrial, business and cultural sectors. The Community Planning Department is responsible for everything from traffic to the urban environment. Infracontrol Online will enable it to handle cases involving defect reports and technical operations alarms quickly and easily.

-If an operational fault occurs in a traffic light installation – which you might see as flashing amber lights – an alarm is sent to Infracontrol Online. The alarm is passed on to the contractor in charge of the service at the installation concerned who is able to deal with the defect quickly with the aid of the information, says Per Andersson, Product Manager at Infracontrol.

Smart case management

He goes on to tell us that the Community Planning Department's customer services are also able to log defect reports from the department's organisation and the general public by means of a simple web form; the information is then sent automatically to the person responsible for action.

-Although the technical operations alarms are handled automatically, municipal personnel remain in constant control and are able to follow reports from contractors. It's important to have this information when we also receive defect reports from the public about the same installation. This way we are able to provide better answers and maybe even supply more information to the contractor.

Infracontrol Online's unique function as a single focal point for all types of cases is something especially appreciated by Anders Eklind:

-One great Infracontrol advantage is being able to handle both technical operations alarms and defect reports for every kind of function in the same support system. This will make work easier and improve service to residents.

About Infracontrol Online

Infracontrol Online is a unique web-based service where operational alarms, defect reports and comments are collated into simple, easy-to-read cases. The service is also used to manage the overall control of technical functions within a community's infrastructure such as street lighting and parking information.

Infracontrol Online provides everyday benefits by assuring quality, simplifying operations and maintenance work, reducing energy consumption and by the simple expedient of making sure the right person gets the right information at the right time. Today the service is used for many different applications by e.g. the Swedish Transport Administration, Swedavia, Oslo Tramways and a number of Swedish cities, towns and municipalities.

Infracontrol Online requires no software or hardware investments; all you need to use the service is a normal web browser or a mobile phone.