Infracontrol City Intelligence®

!nfracontrol
simplifying everyday life

Public streets: Pothole
There's a big pothole southbound on the road.

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Open issue

Smart and sustainable communities

Infracontrol Online is a cloud service that provides full control over society's infrastructure so that we can all enjoy simpler, better functioning everyday lives.

So far, just over 160 national and local public infrastructure owners use Infracontrol Online to simplify their technical administration. The service helps them assure the quality of operations and maintenance to reduce their costs and improve service to citizens and visitors.

Infracontrol Online collects operational alarms from technical installations and fault reports or comments from citizens and provides automated case management and supervision of remedial actions.

Furthermore, the service creates a valuable fund of knowledge about the infrastructure's function and its maintenance requirements that can form the basis for planning and implementing various measures.

This is Infracontrol Online

Basic features for processing fault and observations incl. Google Maps with categories, objects, type of faults and action reports.

Form for reporting faults and observations integrated into the municipality's website.

App version of the service that provides full access to functions for case management and reporting actions.

App for residents for submitting fault reports and observations with photos and the location.

Powerful support for surveillance of maintenance contracts and taking proactive measures to reduce costs and improve service.

Monitoring

Detect problems automatically

The municipality should detect any problems and operational malfunctions before anyone notices them. Infracontrol Online has been designed to collect information from different systems for technical installations, such as street lighting, wastewater facilities, ticketing machines, traffic signal systems, or IoT sensors for various purposes.

Infracontrol Online uses very open and flexible architecture and can communicate with all kinds of technical systems, and currently has over 120,000 alarm points connected to the service. Several different types of technical systems are connected to the service, from simple alarm transmitters to complex process systems connected via a fixed network connection.

Internet of Things

3G/4G units

PLC-systems

Alarm units

SCADA-systems
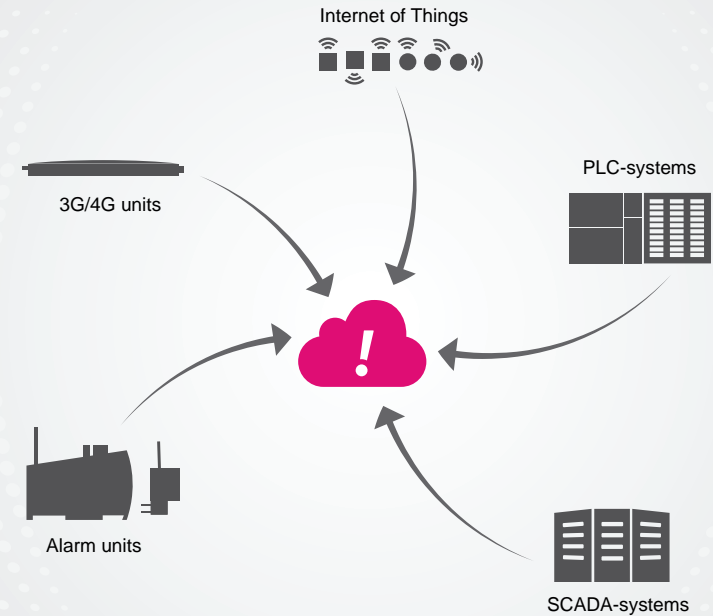
Fault reporting

Get help from involved citizens

Simple, easily accessible methods for submitting fault reports and comments means citizens feel they are participating in the running of their community and better able to influence their immediate surroundings.

Infracontrol provides several channels for reporting issues and comments, including a smartphone app that can be custom branded.

Infracontrol Online can easily be integrated with other case management systems or apps to both receive and send information about fault reports, comments or work orders.

Technical alarms and fault
reports from citizens

Contact centre and
management

Maintenance staff and
contractors

Case management

Automate the information flow

Infracontrol Online creates cases from fault reports or alarms registered in the system. Thanks to every issue's intelligent categorisation, these are distributed fast and easy depending on their content and priority to the right person or organisation, like maintenance staff or external contractors.

It is possible to schedule when the messages will be sent and set an information chain with various recipients to assure that the case is taken care of. Recurring maintenance actions such as inspections, functional checks or periodic maintenance are easy to schedule. Case managers, operating staff, contractors and the municipality's customer service have access to transparent and straightforward records covering all current and closed cases.

The cases are surveilled, so nothing is forgotten, and the contractor's SLA:s are fulfilled.

Statistics

Assure quality of service

Infracontrol Online creates a precious fund of knowledge that can form the basis for planning and implementing various measures. Management can use the data to analyse, follow up, and assure the quality of operational and maintenance works and the performance of technical installations.

There are various ways to display the same data in different forms, depending on what you wish to show or highlight. The Infracontrol City Dashboard combines and visualises critical information about the city's health and the citizen's satisfaction.

What our customers say

> *Errors detected by residents or detected with IoT sensors are sent to Infracontrol Online, ensuring that the information reaches the right person for action.*

JÖNKÖPINGS KOMMUN

> *Now that we have introduced fault reporting, we can easily order work from the contractor, have it fixed and get a receipt that the work has been carried out via Infracontrol.*

BORÅS STAD

Key figures

99,99%
Availability

55 000+
Cases per month

15 000+
Backoffice users

120 000
Connected alarms

Ready to start?

Infracontrol Online is ready for action! With pre-defined categories and an easy way to customize case management, contact information and integrations with other systems, we reduce implementation time to a minimum.

Start-up	Configuration	Training	Operations start
One week	Two weeks	One day	One day

A selection of our 160+ customers

FALUN — NACKA KOMMUN — CASCAIS — Lidköpings kommun — HÄRJEDALENS KOMMUN HERJEDAELÏEN TJÏELTE — Pajala KOMMUN — SKARA

Infracontrol Community
Sharing of knowledge and experience

Today, Infracontrol Community has over 160 members with more than 11 000 users. By contributing with their knowledge, they help to improve the development of Infracontrol Online. They also share experiences about how they tackle various infrastructure issues in practical terms and how the interplay between the municipality, the citizen, maintenance staff and technical systems can be improved and simplified.

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