



## Citelum committed to quality

Today, cities propose **sophisticated**, technologically **advanced** and **connected**, even **interconnected** services to citizens.

Those services must answer to the **law constrains** in terms of **ecology and energy saving, security** (technical standards for installations but also data and network security). They also need to be **adapted to people with disabilities**.

Citelum thanks to its **city experience**, proposes **quality services** and is **committed to results** (energy saving, outage rate, etc.).

## You wish to have:

- Quality of service without interruption
- Regular diagnosis of your equipment
- Fast intervention in case of incident
- Lower costs for implementation, operation and maintenance

### Operation and maintenance by Citelum:

- City analysis and pre-project diagnosis
- Setting up of a precise timetable and budget
- Services implementation and works achievement
- Users training

### Equipment and network maintenance:

- Preventive maintenance
- Curative maintenance
- Maintenance and remote diagnosis through Muse® remote management tool developed by Citelum
- Software updates

### Citelum in some key figures:

Citelum has  
**3 000** employees in  
**14** countries

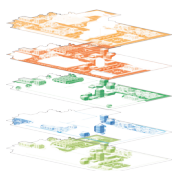
Paris: installation of  
**1 105** CCTV cameras  
and **250** PC control.

**Availability rate**  
of **99,99%**

Venice: **electricity**  
**consumption reduced**  
by **39%** following the  
renovation of the public  
lighting in LED



# How does the operation and maintenance work?



## City analysis and pre-project diagnosis:

- Citelum takes into account the different specificities of the city: history, architectural patrimony, day light and night time activity areas, residential areas, touristic areas, offices, etc.
- After mapping and analyzing these elements, Citelum establishes the Development Plan « Smart City ». It provides a comprehensive view of city services, helps connect them together and predict new ones.



## Planning:

Citelum offers a robust project management. For each site, a schedule and detailed budget is provided to the customer to ensure compliance with specifications and performance commitments



## Implementation the service:

For each site, a business manager ensures the monitoring of the work and the implementation of the service until receipt by the customer



## Maintenance:

- **Preventive maintenance:**  
The inspection tours and regular checks contribute to maintain the equipment in good functioning order and reduce the number of interventions
- **Curative maintenance:**  
The regular monitoring carried out on site allows Citelum to respond quickly to incidents
- **Maintenance and diagnosis via the remote management software MUSE®:**  
Remote management allows Citelum to be informed in real-time of the functioning order of the equipment and to solve some of the failures before they are even detected by users
- **Software:**  
The software used by Citelum receive the latest updates to permanently adapt to the city changes and the users' needs

- Limitation of the impact of the works on the road and its users
- Cost reduction for works, operation and maintenance
- Quality of service monitored in real-time