



Servicios Ciudadanos



Smart Environmental service management platform

Global Management | Process Control | Fleet Control

Global | Interactive | Scalable | Dynamic

Citizen service management model



Information Systems and Technologies Department

* Features of this new solution.

We intend to consolidate a smart service management and monitoring model. The Platform has been designed to handle specific issues and to provide the tools that can facilitate the development and adaptation of new features.

This solution responds to a combination of hardware and software that provides an application with sufficient resources, a high security level in terms of data protection and a high availability.

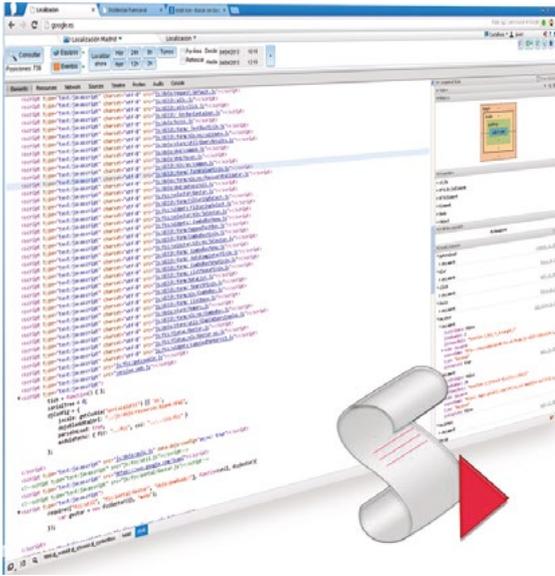


Accessible, agile,
global and integrated
model used for the
smart management of
citizen services.



- **Global Platform:** it establishes a system that can manage all the processes and agents participating in Environmental contracts.
- **Swift response,** both in the design and in the preparation and deployment of the new needs arising from the management of the business.
- **Accessibility** to the platform functions in the most favourable environment for each agent. Adaptation of technologies both to the specific scenarios and to the people who use them.
- **Georeferenced information,** which allows users to know where things happen, analyse this information and present the results on different maps.
- **Mobile apps.** Own developments for mobility, fully integrated with the platform.
- **It allows interconnection and integration** between multiple devices and systems.
- **Treatment, homogenisation, translation and storage system** to ensure dynamic and efficient management of all information received.
- **Fleet control and management** and of all associated function.
- **Documentation management** to manage the flow of documents that are generated in the organisation.

Innovation and **LATEST NEWS** of the project.



Single data manager for all agents. It integrates all functions and modules into a single database structure and application version.

Dynamic data model management. The system allows the definition of new structures directly on the tool with no need for additional programming.

Dynamic definition of menus. Associated with dynamic management of the model, it speeds up the deployment of new solutions.

Data migration and information transformation. Ease of managing data equivalences between sources and destinations. Standard processes for comparing, updating and deleting data.

Integrated communications. Traceability management integrated in the platform. Remote version and parameter update. Integration of different protocols in a single system.

Real GIS (geographic information system) management. Possibility to show any information without the need for graphic files. The use of any geographic manager is accepted.

The service is managed through an innovative technological tool, which improves the performance and results



Incidents module.

Solving the different unforeseen situations that occur during the execution of services quickly and efficiently is the reason why our Vision platform has developed a specific module for incident management.

Our solution has systems that allow us to permanently locate the operators that develop the services. Our goal is to convert these operators into information vectors, so that we can immediately capture any incident.

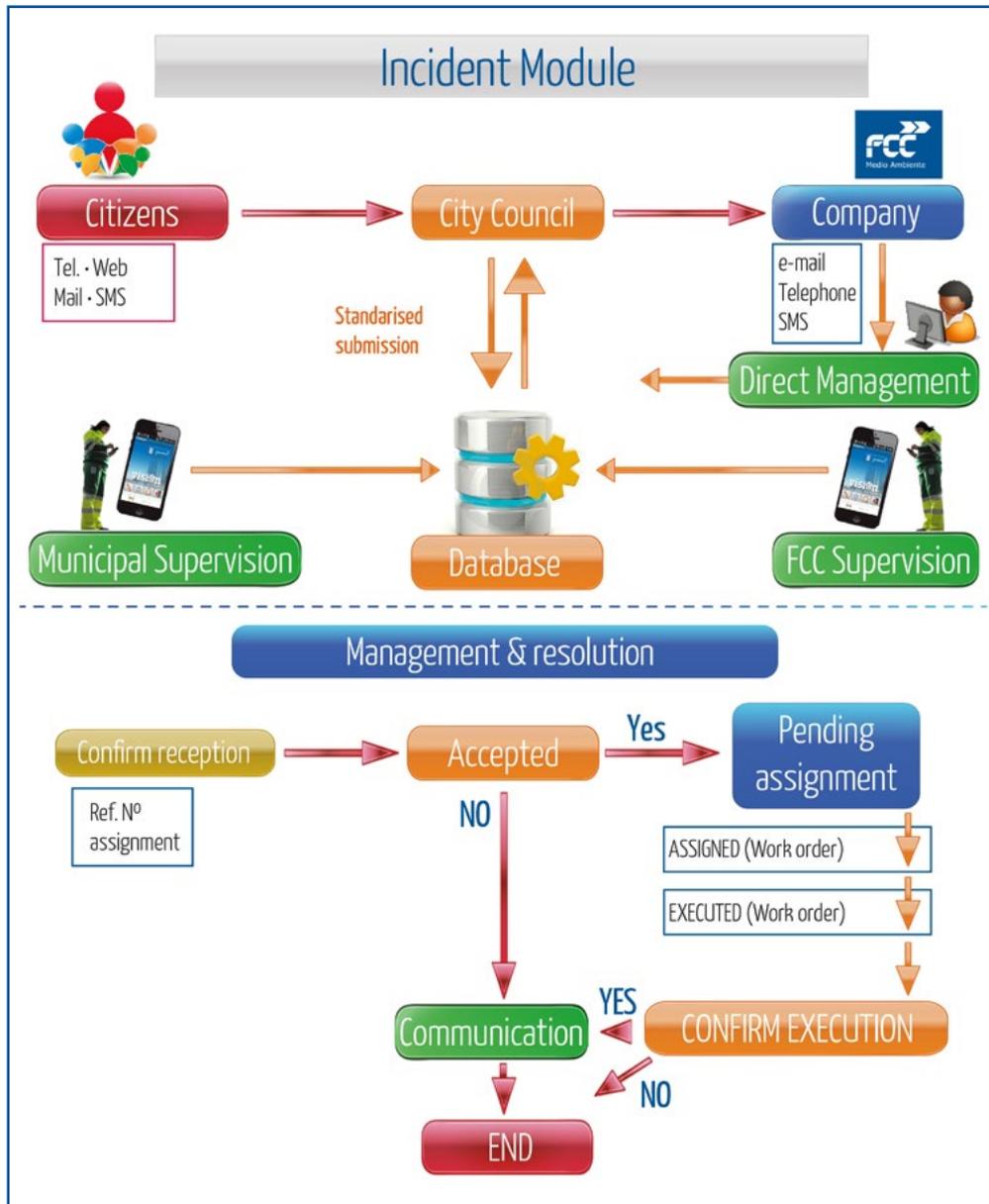
Single module to register and process all service requests, incidents and unforeseen events



- **Quick resolution of incidents**, thanks to the immediate processing of data.
- **Full traceability** of the entire process, from detection to verification of the solution.
- Incidents are **shown on the map**.
- **Documentation of the process** with documents and photographs.
- **Comunicación inmediata de la incidencia** mediante dispositivos móviles.
- **Connection with external systems** through web systems.
- **Immediate report generation** choosing criteria and parameters.
- **Shared management** with all agents participating in the management model.
- **Automatic cataloguing of the incident and historical data** for its analysis.

A system created to **capture and manage** the information of incidents and unforeseen events immediately, while proposing the **most effective solution from the beginning**. Designed to ensure **full traceability of the process and allow the verification** of the solution adopted.

An effective solution, a process that can be verified, a logical and sequenced management model.



Benefits of the incident module

- On-going data gathering process
- Data gathered via mobile devices
- Immediate classification of the incident
- Including photographs and documents
- Fast and efficient information management
- Display of incidents on maps
- Display of real-time environments
- Constant location of operators
- Management of requests via web systems
- Verification of implemented solutions
- Full traceability of incidents
- Integration with other systems
- Data migration capacity
- Conversions and automatic updates
- Logical and sequenced management process

Global Communications Device, GCD.

According to its experience in managing more than 11,000 vehicles daily, FCC has designed a global communications device (Global Communication Device: GCD)..

A unique, accessible, global solution that is integrated in all service vehicles, unifying the voice communications system, the location management system and the connection to all on-board sensors in a single device installed in the dashboard of the vehicles.

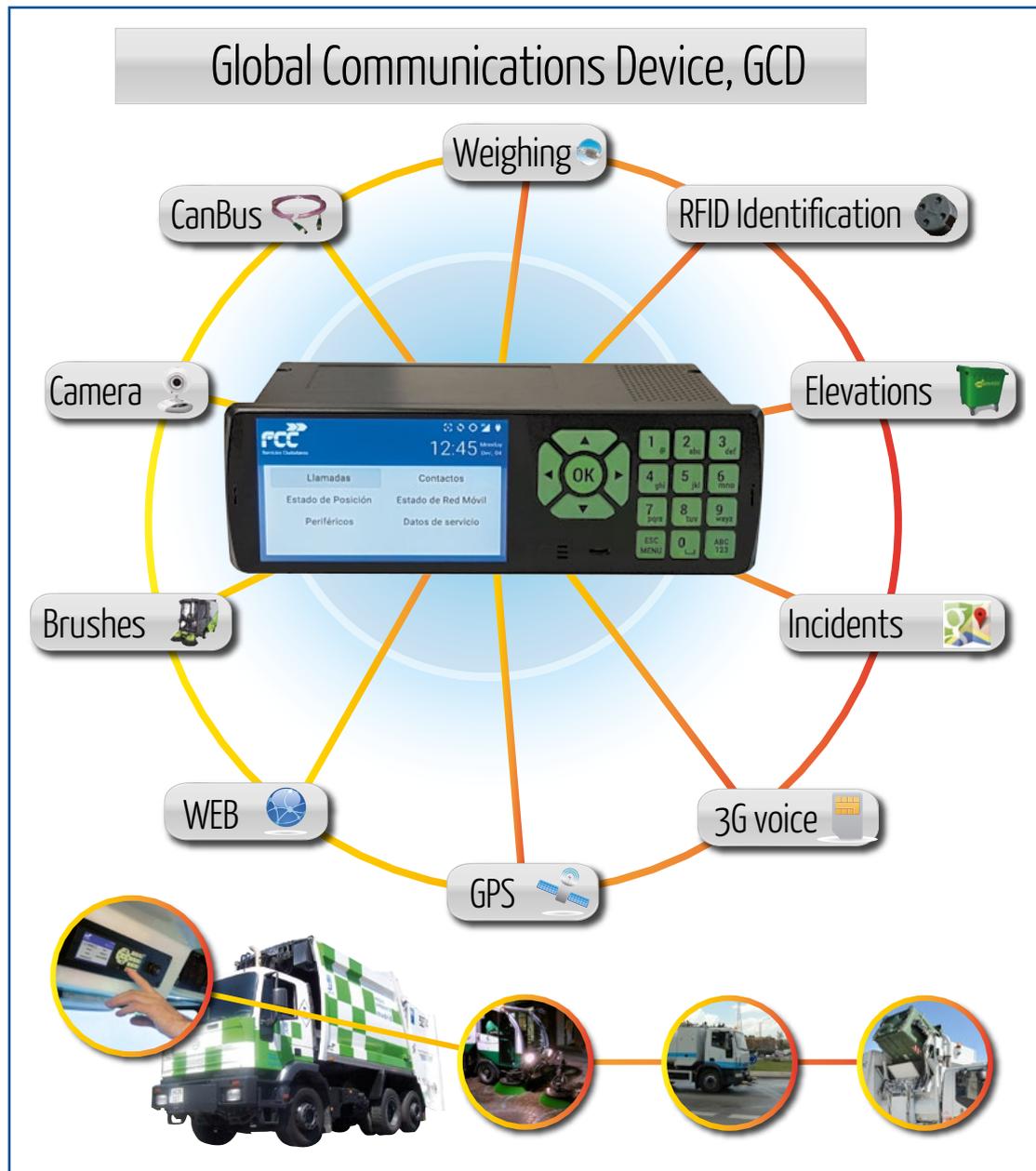


The GCD device converts
fleet vehicles into
information generation
systems

- **Vehicle location management** through advanced location GPS sensors.
- **Built-in mobile phone system**, with hands-free communication system.
- **System** connected to electronic switchboards.
- **Data captured** through the sensors connected to the device.
- **Incidents and service data gathered** by selecting the options on the screen.
- **Single solution** for all fleet vehicles.
- **Built into** the dashboard of the vehicles, in the space designed for the radio.
- **Remote configuration** with no need to physically access the device.
- **Controlled from the platform.** Parameter establishment and data gathering.
- **Ease of maintenance** from any location through web systems.



An accessible solution, a global platform and an integrated device.



Advantages of the Global Communications Device

- Service data collected and displayed on the screen.
- Data gathered from vehicles.
- Remote configuration management.
- Signals captured from on-board elements.
- Location Management.
- Connection with electronic switchboards.
- Full integration with the vehicle.
- Simple installation on the dashboard.

Report generator and information analysis

The main purpose of the **Vision** platform is to generate useful information in a simple and effective way, and transform it into knowledge that helps make strategic decisions and improves the service.

For this reason, our platform has been equipped with a powerful report generation and query system that is integrated in all environments to provide the necessary information to the user in an easy and comfortable way and with the highest quality.

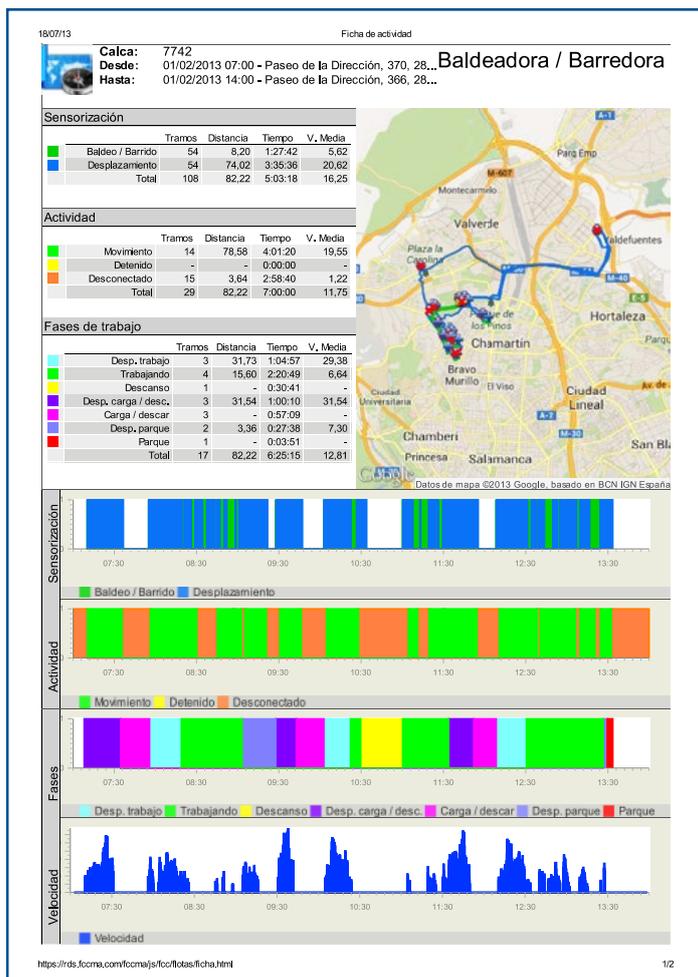
Agile and competent
report generator, with
useful data and easy
interpretation

ADVANCED DATA QUERY MANAGER:

- Any **data query** can be sent by using standard SQL and **directly on the screen**.
- **Generation of complex data analysis processes** that offer results that can be integrated into dynamic queries.
- **Generator of data extraction and processing formulas** from different sources, unifying data outputs and facilitating the reuse of previous calculations.

INTEGRATION IN REPORT MANAGEMENT:

- The user does not need to open other environments. Everything **can be accessed from a single environment**.
- **Reuse of programming and configuration** information for reports of the same type in all existing modules.
- **Unified user interface**, which is responsible for making requests transparently.
- **Integration of data analysis and charts in dashboards** with no need to process information in external databases or spreadsheets.



Report generation system integrated in the platform to manage the information gathered during the service

Gestión de Incidencias Ayuntamiento de Zaragoza

Resumen de Incidencias

Ayuntamiento de Madrid Parque Tecnológico de Valdeingómez

- Recogida
- Limpieza Diaria
- Parques y Jardines
- Otros Servicios Municipales
- Vehículo autorizado
- Suministro de material
- Recuperador
- Transito entre plantas

Servicio: LIM_GENERAL

Matrícula: UTE ABSA - FCCMA

Nº Autorización: [Barcode]

Modulo de Localización Ayuntamiento de Madrid

Informe de Actividad

Actividad	Inicio	Fin	Tiempo
Movimiento	100 03/08/2012 00:00:00	100 03/08/2012 00:03:08	0:03
Detenido	100 03/08/2012 00:03:07	100 03/08/2012 00:09:36	0:06
Movimiento	100 03/08/2012 00:09:17	100 03/08/2012 00:20:47	0:11
Desconectado	100 03/08/2012 00:20:48	100 03/08/2012 00:42:00	0:21
Movimiento	100 03/08/2012 00:42:01	100 03/08/2012 01:08:59	1:06
Desconectado	100 03/08/2012 01:08:00	100 03/08/2012 01:14:13	0:06
Movimiento	100 03/08/2012 01:14:14	100 03/08/2012 01:04:23	0:50
Detenido	100 03/08/2012 01:14:15	100 03/08/2012 01:16:29	0:02
Movimiento	100 03/08/2012 01:16:29	100 03/08/2012 01:20:33	0:04
Detenido	100 03/08/2012 01:20:33	100 03/08/2012 01:17:00	0:36
Movimiento	100 03/08/2012 01:17:00	100 03/08/2012 01:22:77	0:05
Detenido	100 03/08/2012 01:22:77	100 03/08/2012 01:14:58	1:49
Movimiento	100 03/08/2012 01:14:58	100 03/08/2012 01:03:08	1:26
Detenido	100 03/08/2012 01:03:08	100 03/08/2012 01:08:59	0:56
Movimiento	100 03/08/2012 01:08:59	100 03/08/2012 01:04:23	0:45
Detenido	100 03/08/2012 01:04:23	100 03/08/2012 01:08:59	0:45

Asistencia y Dependencia Ayuntamiento de Orense

Cuadro de Horas Trabajadas

Beneficiario	Inf	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total
10001 Carolina Pérez, Teresa	1																																0,00
10002 Carolina Pérez, Teresa	2																																0,00
10003 Carolina Pérez, Teresa	3																																0,00
10004 Carolina Pérez, Teresa	4																																0,00
10005 Carolina Pérez, Teresa	5																																0,00
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10049 Carolina Pérez, Teresa	49																																0,00
10050 Carolina Pérez, Teresa	50																																0,00

Gestión de Jardines Ayuntamiento de Oviedo

Ficha de toma de datos y diagnostico actual

Denominación:	Parque de Invernado
Localización:	Avenida de Pedro Masaveu
Propiedad:	Propiedad pública
Tipo de Sistema:	Municipal
Ampliación a/s:	

Mapa de Localización

INVENTARIO - por ejemplares

Elemento	Estado	Poibles mejoras	Especie arborea	Nº
Estado: General		Mejoras: General		
Estado: Ceped	O	Mejoras: Ceped	RN	
Estado: Árboles	O	Mejoras: Árboles	P	
Estado: Arbustos	B	Mejoras: Arbustos	IeP+P	
Estado: Setos	B	Mejoras: Setos	IeP+P	
Estado: Macizos arbustivos	O	Mejoras: Macizos arbustivos	IeP+P	
Estado: Macizos planta	B	Mejoras: Macizos planta	I	
Estado: Riego	M	Mejoras: Riego	AU	
Estado: Papelerías		Mejoras: Papelerías		

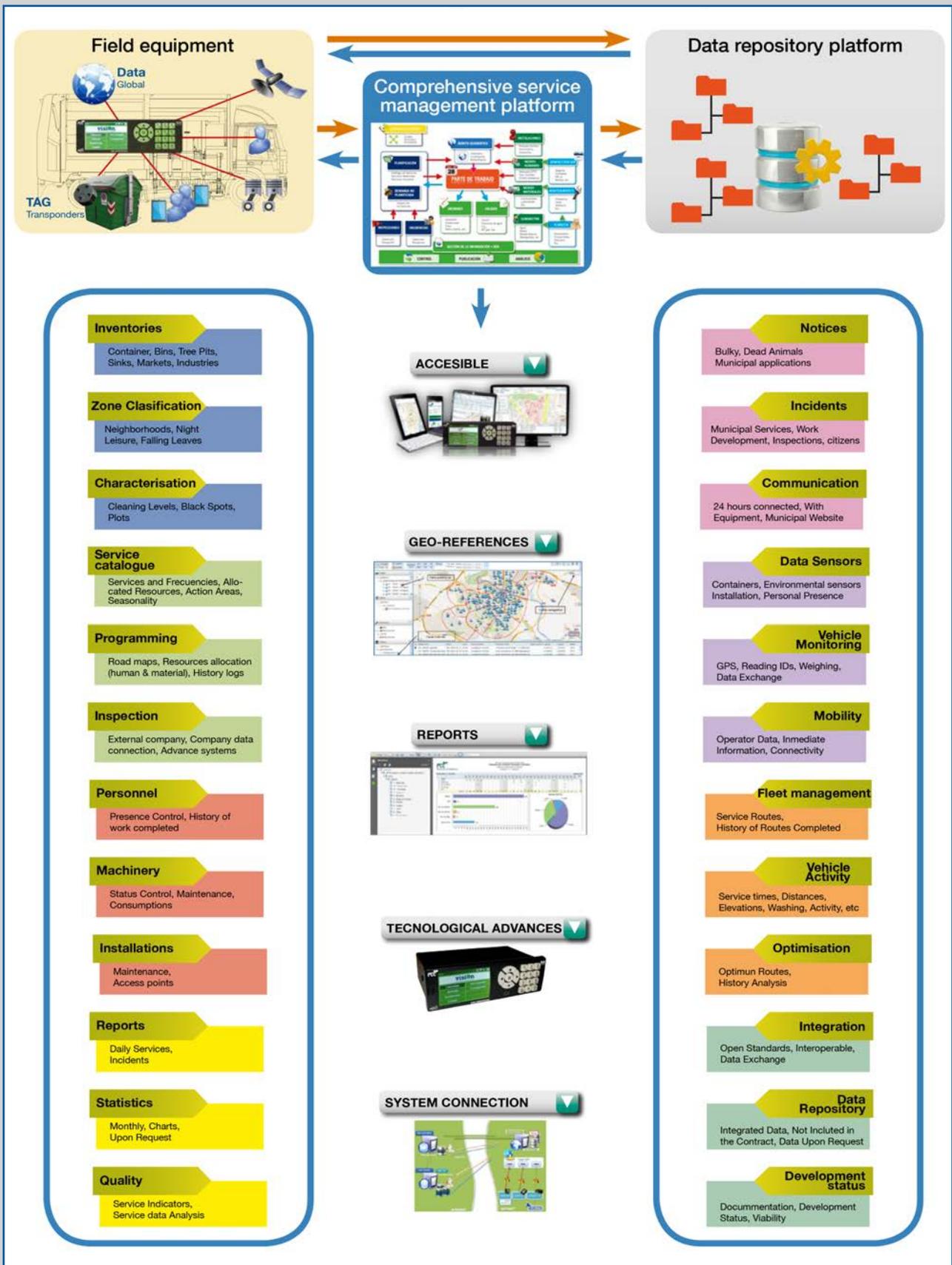
OTRAS OBSERVACIONES

No hay suficientes bocas de riego

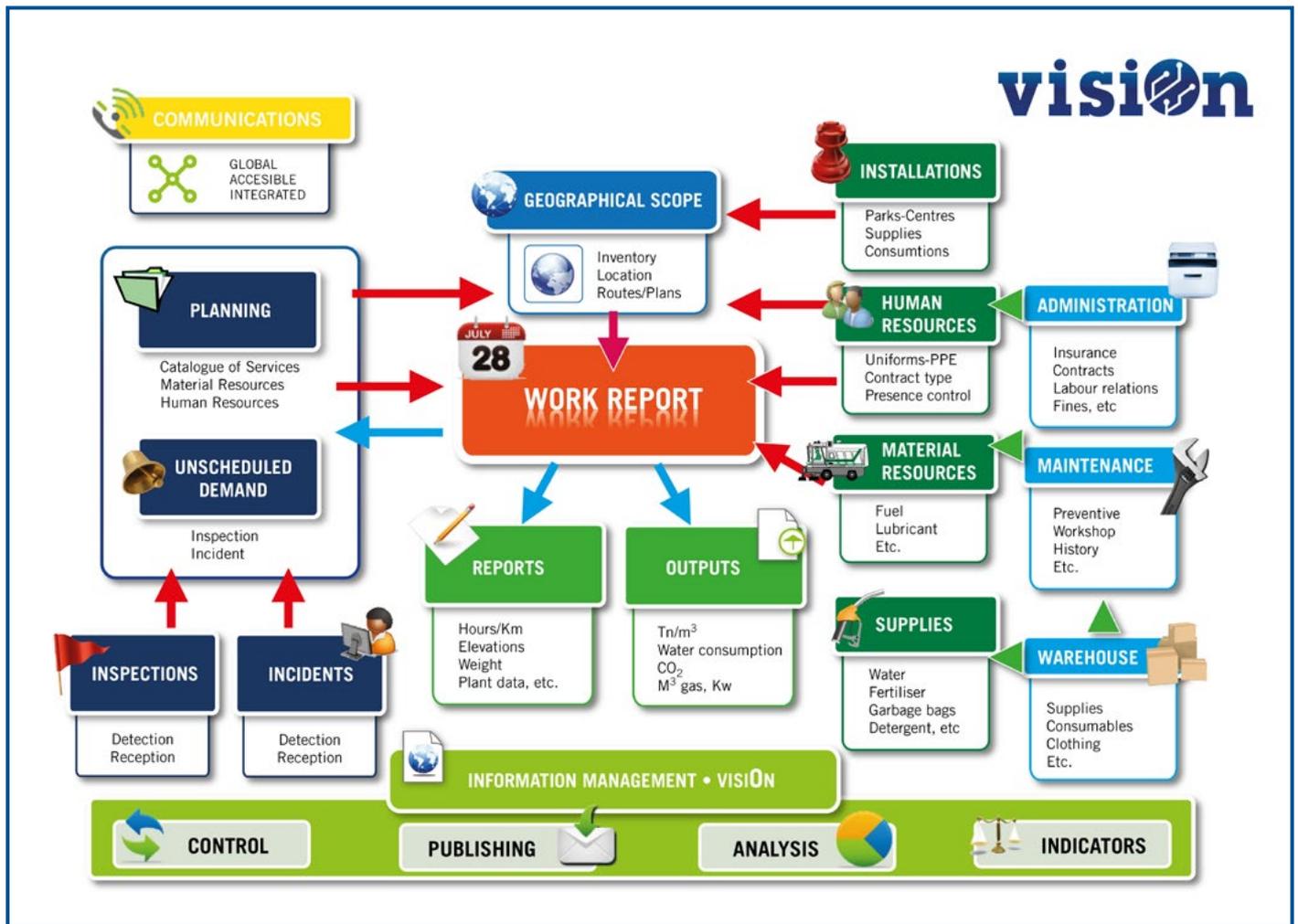
IMAGENES

UBICACIÓN

Process and service layout of the Vision platform:



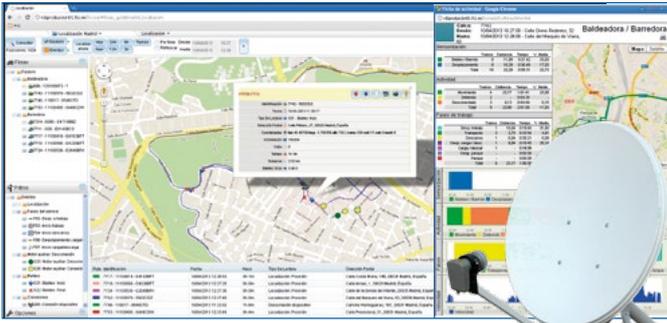
Advanced global environmental process and agent management solution



* Modules included in the platform.

Service catalogue 	Inventory Management 	HR Manager 	Vehicle and machinery management 	Inventory installations 
Report generation 	Notice of incidents 	Inventory inspections 	Fleet management 	System integration 
Litter bin and container management 	Monitoring and data 	Waste management 	Sustainability indicators 	Service quality 

Processes and services of the Vision Platform:



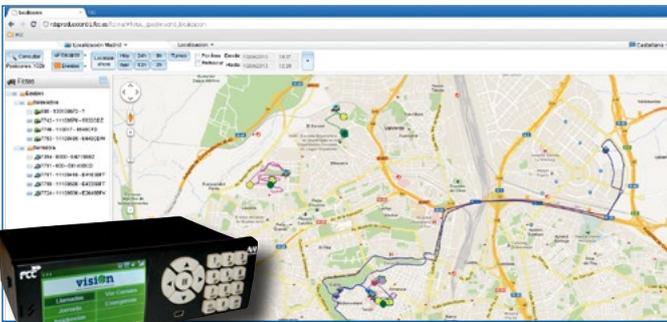
Global Communications Platforms

Specifically designed for vehicle fleet management and integrated with the application.



Human resource management

Work situations, training, risks, payroll etc., managed in a single module.



Fleet Management Module

Location of the entire fleet in real-time, Representation of the location on maps.



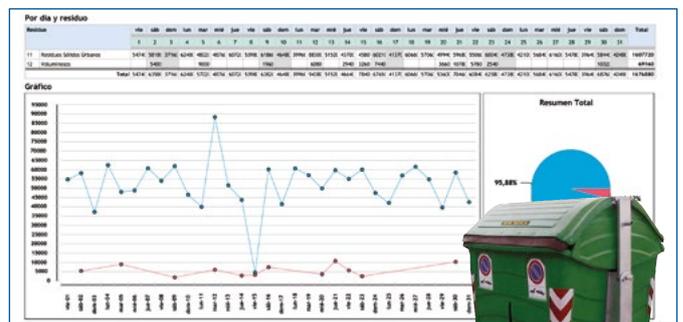
Machinery management

Inventories, control and monitoring of breakdowns, preventive maintenance, etc.

Codigo	Fecha de Registro	Estado	Fecha de Estado
240	15/03/2013 08:11:01 Hrs.	Comunicada	15/03/2013 08:31:29 Hrs.
Codigo Externo	Número Origen	Id. Origen	
00006	utrer_05	utrerarsu@gmail.com	
Tipo de Incidencia	Prioridad		
005 - Papeleras	Baja		
Via	antonio de nebrija, S/N, UTRERA		
Información adicional	005-Tratamiento papeleras: 062 -Sustitución		
Observación			
E	Equipo	Dia	Observaciones
000 - Co	3 - Sin asignar	15/03/2013 08:13:51	
000 - Co	3 - Sin asignar	15/03/2013 08:21:13	
000 - Co	3 - Sin asignar	15/03/2013 08:31:29	

Incidents module

Module for the registration, processing and management of all incidents, following their traceability.



Waste management

Integrating container identification with an automatic weighing module.

Our management model is aimed at guaranteeing accessibility, portability and scalability of the system.