



CASE STUDY | PARKING

BRESCIA MOBILITÀ S.P.A

Keeping up with new technologies to meet current and future challenges.

THE CLIENT

Brescia Mobilità SpA is a company of Brescia's Municipality established to implement and manage the city's mobility in an integrated manner with the aim of improving the liveability of the territory, reducing road congestion and promoting ecological, eco-compatible and technologically advanced solutions.

Brescia Mobilità SpA directly manages

- parking facilities (more than 13,500 parking spaces)
- parking meters (about 5,000 parking spaces)
- bike sharing (94 stations and over 500 bicycles)
- restricted traffic zone, traffic light and traffic control systems, cameras, electrical and photovoltaic systems, road signs, tax collection service.

Additionally, through its subsidiaries it manages

- local public transport
- Brescia underground railway.



” ALBERTO RAGNI

Responsible for mobility technology services and systems / Brescia Mobilità S.p.A.

The Brescia Mobility Group manages multiple services related to mobility and as such directly aimed at citizens. It is a priority for our company to be able to interact with users in any situation and condition, in order to guarantee them the best possible assistance. Commend's systems allow us to do it thanks to their reliability, robustness and recent new implementations, such as Ivy, which allow our operators to concentrate on the most complex and sensitive calls, thereby improving the service provided to users.

<https://www.bresciamobilita.it/il-gruppo/brescia-mobilita>



CHALLENGE

A long-standing customer of Commend Italia with almost 30 Intercom servers in operation for over 10 years and 850 Intercoms distributed among car parks, bike sharing stations and ticket vending machines in the underground, Brescia Mobilità needed a technological upgrade to

- improve system performance;
- replace products that had been out of production for a long time, although still operational;
- have an up-to-date system with the latest technological advances, flexible and easily implementable with new future functionalities;
- provide a reliable solution to improve pedestrian and vehicle access management.

SOLUTION

Almost all Intercom servers were replaced in order to modernise the system. To date 23 Intercom servers are operational, connected via LAN to the virtual Intercom server **VirtuoSIS**, acting as master. Connected to VirtuoSIS is the master operator station, redundant via App on smartphones, the Intercoms installed at the BiciMia bike sharing stations and at the ticket machines at metro stops.

The master operator station receives call transfers from remote operators and is equipped with **Studio** for easier call management using graphical maps, integration of existing cameras, recording of conversations for documentation purposes and the possibility of creating statistics related to system performance.

Also thanks to the new system configuration and the new Cloud functionality, it was possible to implement **Ivy** – the world's first Conversational AI-based intercom assistant – capable of handling calls, providing multilingual support and, depending on the programming, performing higher-level functions such as, in this case, handling the very large number of calls coming from pedestrian entrances from users without a ticket because they are Telepass users.

RESULT

The system upgrade made it possible to achieve all the objectives set by the customer. As of now, the system has made it possible to benefit from the most up-to-date features in the management of communication with customers.

The system was modernised and prepared for future needs, and was made **more efficient and flexible** while retaining all the basic original features.

- Customer service has been improved.
- In particular, **Ivy** has brought to light some incredible data on the number of calls generated by Telepass users alone. In the first (and only) car park where Ivy was implemented, over 5600 calls were managed in a period of almost 4 months, Ivy's resolution was around 60% of the total calls, forwarding the remaining 40% to the master operator. A technological revolution that considerably reduces the workload of operators. Gradually Ivy will also be implemented in all other managed car parks.
- This new configuration, based on the introduction of **Symphony Bridge**, will allow access to the new features offered by **Symphony Cloud** and use the new, more modern Symphony App instead of the Intercom Client.
- The replacement of the Intercom Servers, however, meant that the Intercom terminals already in operation in the car parks could be retained, thus saving a considerable amount of money.
- The new configuration with VirtuoSIS also allowed a reduction in the number of installed servers, improving the return on investment (R.O.I.).

A perfect demonstration of how **Evergreen Technology** is real, future-proof and applicable even to legacy systems. More than ever before, we prove with facts, once again, that Evergreen Technology and **Trusted. Communication. Always.** are not mere slogans but are the fundamentals that guide and inspire Commend, a modern company you can trust!

For more information on parking solutions visit the website or contact Commend Italia

commend.it