



Connected Madrid: an administration without limits

Connectivity at the service of the city



REVOLUTION OF WORK

Replacement of fixed telephony with mobile phones, promoting teleworking and municipal mobility.

1. More than 30,000 mobile lines of municipal workers
2. Better mobility and remote working experience
3. A single platform that integrates all services: mobility, teleworking and collaboration.
4. Increased device security with management, usage control, and maintenance.



TOTAL CONNECTIVITY

Multi-operator coverage in the main municipal buildings for a stable and redundant network.

1. Guaranteed Orange coverage in the more than 600 municipal offices.
2. Multi-operator coverage for citizen service units.
3. Move towards 5G coverage.



SMART COMMUNICATION

Platform for integrating channels such as WhatsApp and others to offer closer, more agile and extensible contact to future municipal projects.

1. Conversational and automated AI
2. Agent and supervisor experience
3. Communication channels
4. User and campaign management



CONNECTED SAFETY

New terminals for the Municipal Police, improving coordination and response.

1. Delivery and reception by the municipal police of more than 6000 mobile lines and terminals for electronic administrative management.
2. Elimination of "paper". Procedures through Apps.
3. Improves productivity and efficiency of municipal security services.
4. Better citizen service



TOWARDS A SMART CITY

Upcoming addition of advanced analytics and Smart Data.

1. Mobility Awareness
2. Digitization of Citizenship Index
3. Tools that help make decisions based on data, breaking down information silos.



COLLABORATIVE INNOVATION

Strategic alliance between Orange and the City Council to lead Madrid's digital transformation.

1. EME5GENCIAS
2. Mobilities