

CASE STUDY

Telindus brings flexibility and responsiveness to Voyages Emile Weber's bus fleet



THEIR OBJECTIVES

The company Voyages Emile Weber (VEW) operates a significant fleet of buses for various entities across Luxembourg and the Greater Region. VEW provides a wide range of services, including public transportation, school buses, shuttles for businesses, and night transportation.

Faced with these different service profiles and confronted with an increasingly complex traffic situation, the company wished to implement the necessary processes and management tools to facilitate communication with its bus drivers.

VEW aimed to benefit from greater flexibility in managing its operations: handling delays, route changes, schedule modifications, etc.

THEIR CHALLENGES

- Communication with the drivers posed a significant challenge. Gathering information regarding vehicles and drivers could take anywhere from 5 to 10 minutes, and this delay needed to be multiplied by the number of buses in the case of group communications.
- For security reasons and compliance with legislation, it was not feasible to use the drivers' mobile phones.
- Since a bus isn't necessarily driven by the same driver at all times due to reasons such as vacations, illnesses, and other unavailability, it was the vehicle itself that needed to be reachable by phone.



THE SOLUTION

- Telindus implemented a Fixed-Mobile Convergence (FMC) solution to streamline and centralize communications.
- The VEW buses were equipped with the necessary hardware to be reached by phone (hands-free system, SIM card).
- A phone number, accessible via a short code, was assigned to each vehicle.
- Custom development was carried out to tailor the solution to VEW's specific needs, which required that the short code correspond to the 4 digits of the bus's license plate.

THE RESULTS

- The Loge service (support service) of Voyages Emile Weber can now directly use the digits of a bus's license plate to reach its driver almost instantly, without having to conduct tedious searches in different directories.
- The implementation of the solution was completed in less than 3 months
- 500 buses have been activated to date.

EMILE WEBER TRAVEL BENEFITS

- Reduction in the duration of call processes
- Increased responsiveness in case of traffic condition changes, incidents, or accidents
- Decrease in stress among Loge service employees and drivers
- Improvement of the overall safety level of the transport network
- Operations facilitated by Telindus handling the management of the solution.

DISCOVER THEIR STORY



"The convergence solution implemented by Telindus gives us greater flexibility and significant gains in terms of responsiveness and security. The fact that Telindus takes charge of managing the solution means we can focus on our core business with complete peace of mind."

CYRILLE HORPER - Communications Manager,
Mobility Department, Emile Weber Travel