

Objective and Vision



What makes Esch a smart city ? Any use of new Technologies that makes Esch a better place for its citizens.

IT Infrastructure

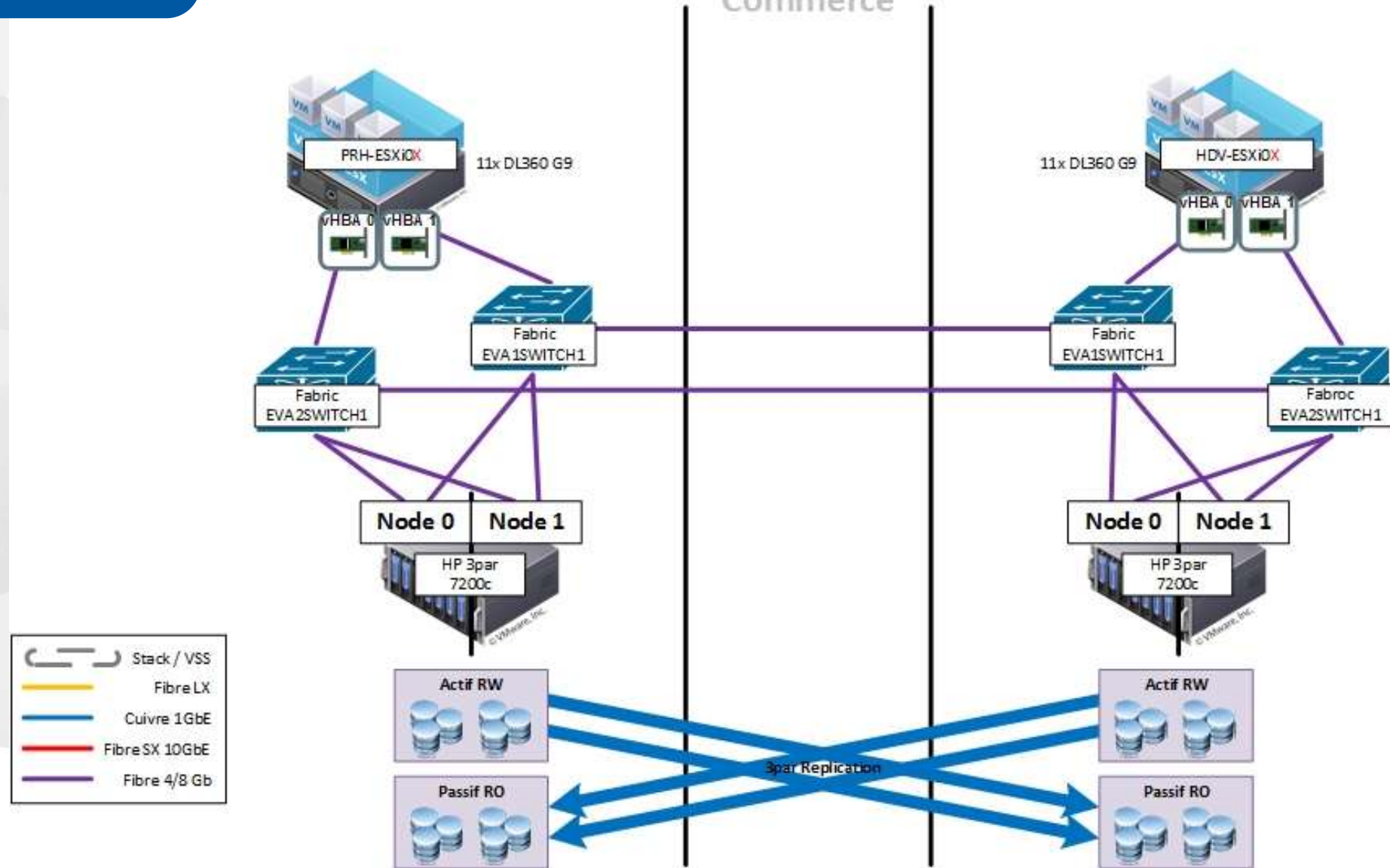
- 2 sites
 - Active/Active redundant Storage
 - 22 Vmware Hosts
 - 300 VMs
 - 1000 Users
 - 1000 Workstations
- + schools



VDE – Prince Henry

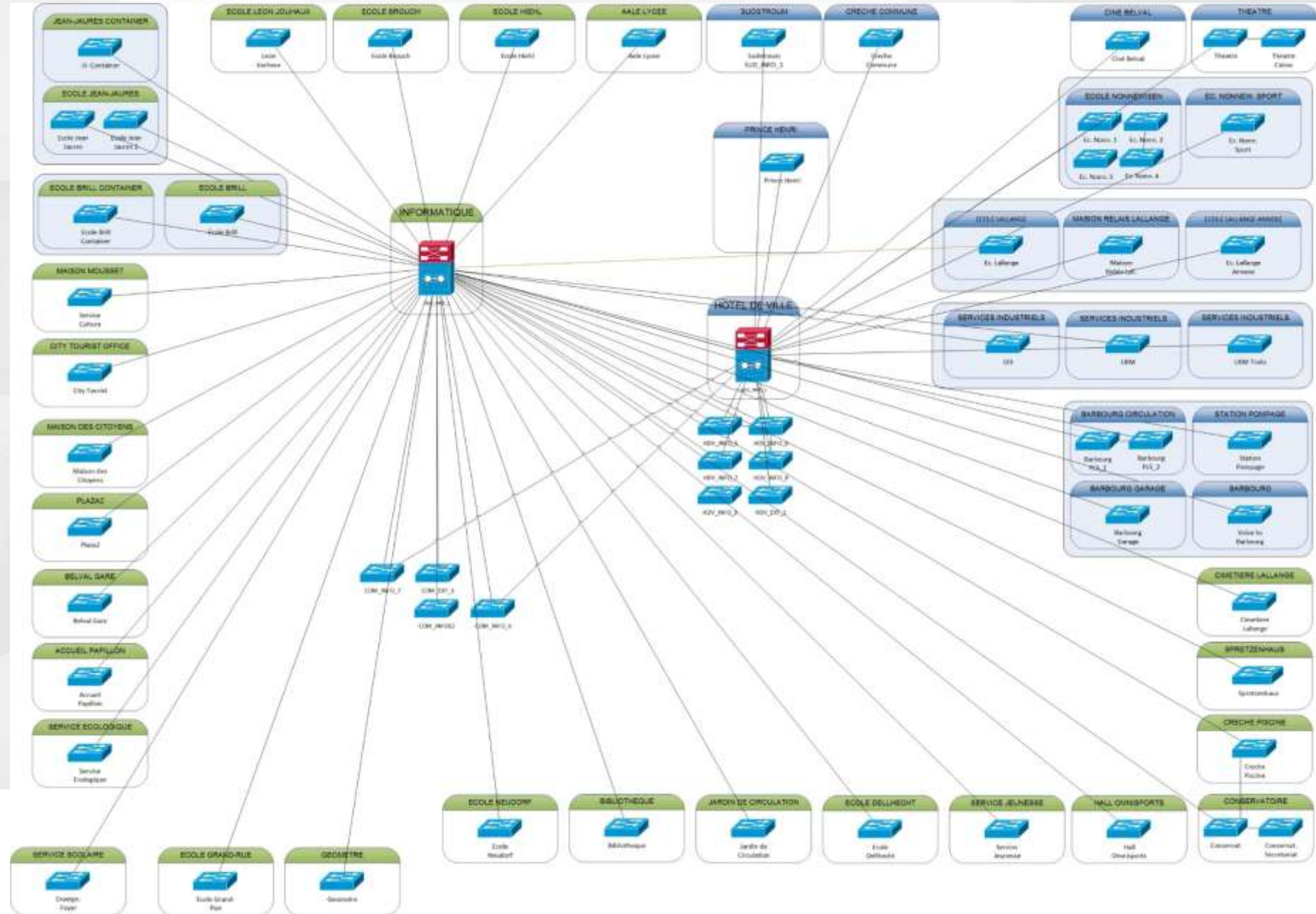
VDE – Rue du Commerce

VDE – Hôtel de Ville



IT Network

- 56 Buildings in a fiber optics network
- 196 Switches



Objektives and Vision

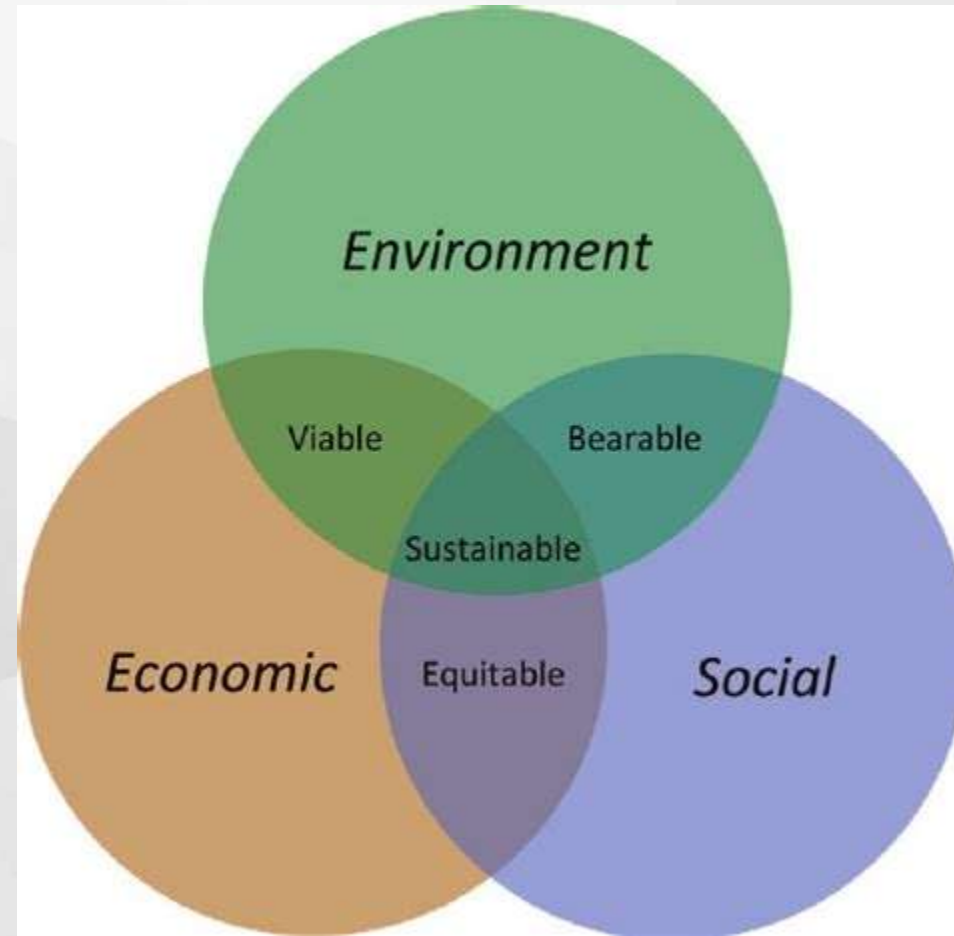
- Common identity for all SmartCity projects
- This should make employees want to be part of it
- Every department should be a part of the puzzle



What makes Esch a smart city ? Any use of new Technologies that makes Esch a better place for its citizens.

Sustainable Digitalization

- **Social:**
access to services independent from social status
- **Ecological:**
Enhances the energy transition
Efficient use of resources
- **Economical:**
Creates new jobs and business opportunities



Role of the City of Esch

- Act:
Provide digital services for employees and citizen
- Cooperate and stimulate:
Find the right partners and service providers to put in place and improve digital solutions
- Motivate and facilitate:
Provide infrastructure and data for innovative initiatives and startups



Data handling

- **Save:**
Protect sensitive data from theft and misuse
- **Open:**
Public and free access to all data of public interest

Resource management

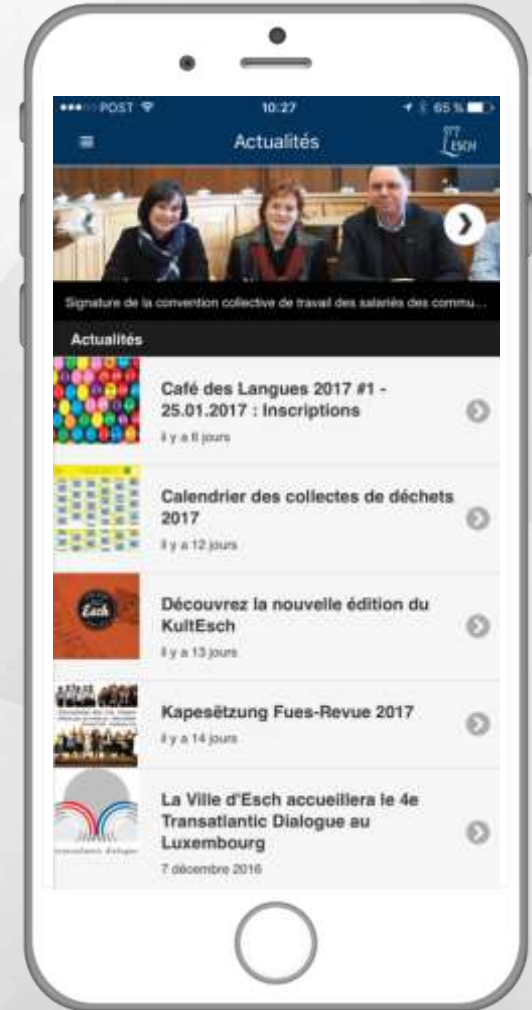
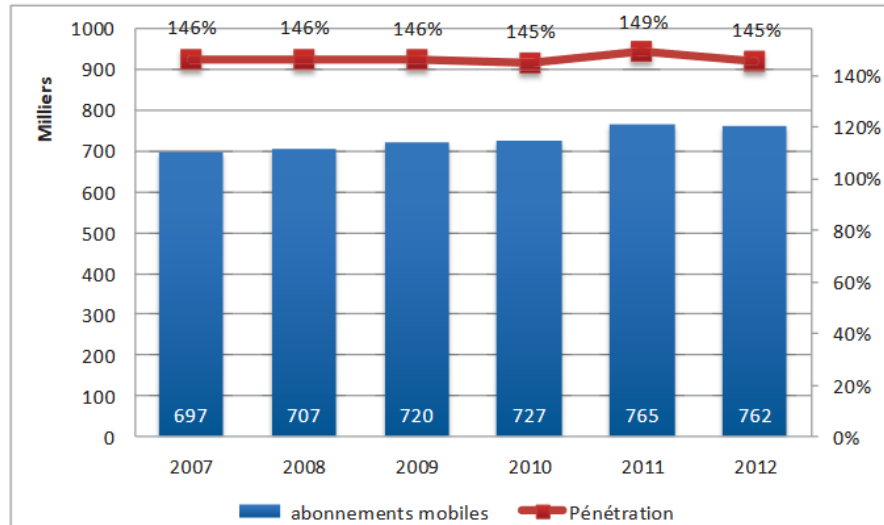
- Use of repairable and energy efficient end user appliances with a long lifespan
- Limit data processing and transfer to the necessary



- Available for iOS and Android
- Information in these categories:

News & Events
Mobility
Citizens
Tourism

Graphique 17: Nombre d'abonnés à des services mobiles actifs et taux de pénétration





fir an
d'Täsch

Lued lech nach haut di Escher App erof
mat villen prakteschen Funktioune
di lech d'Liewen zu Esch mi licht maachen.



Available on the iPhone

App Store



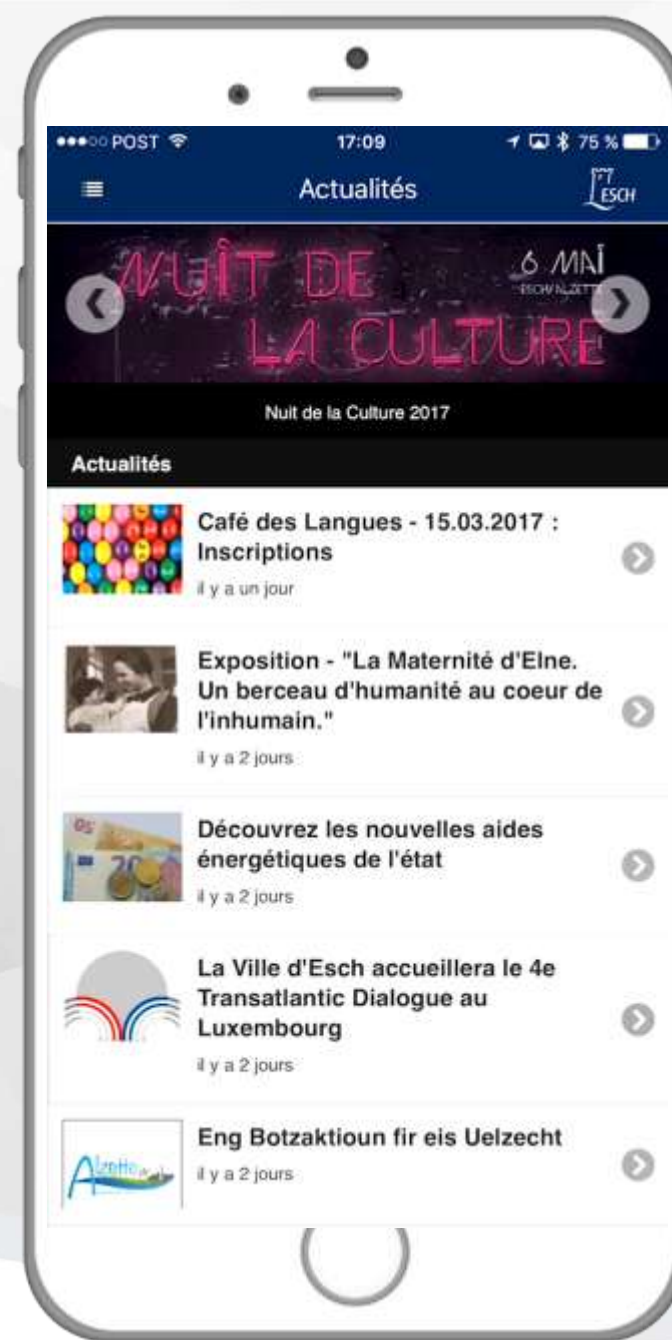
ANDROID APP ON

Google play

Esch App

- Available for iOS and Android
- Information in these categories:

News & Events
Mobility
Citizens
Tourism



- Report problem you detect in town
- Directly sent to the town secretary
- Transmitted to the department concerned

REPORT-IT

Transmettre un incident



Adresse : Adresse Choisir comme adresse

Titre :

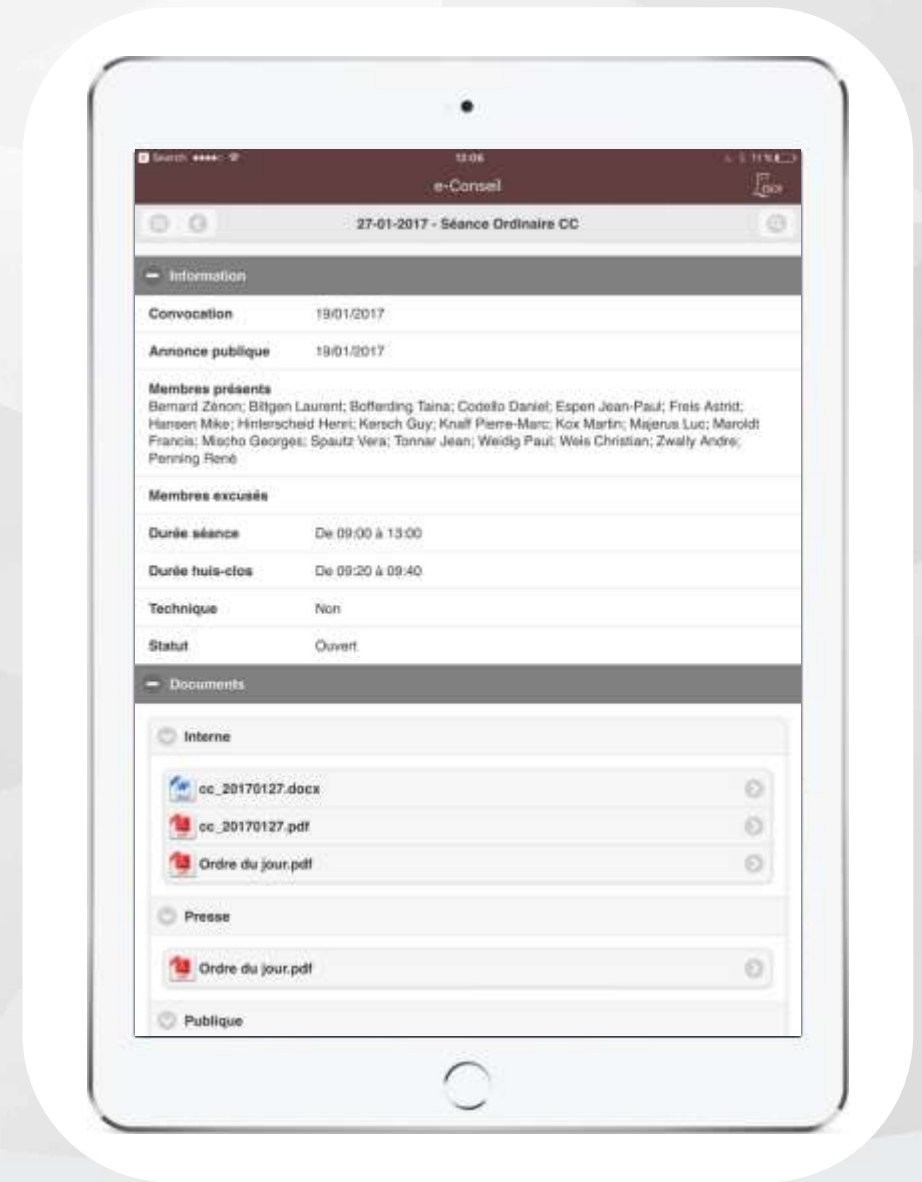
Description :

Name :

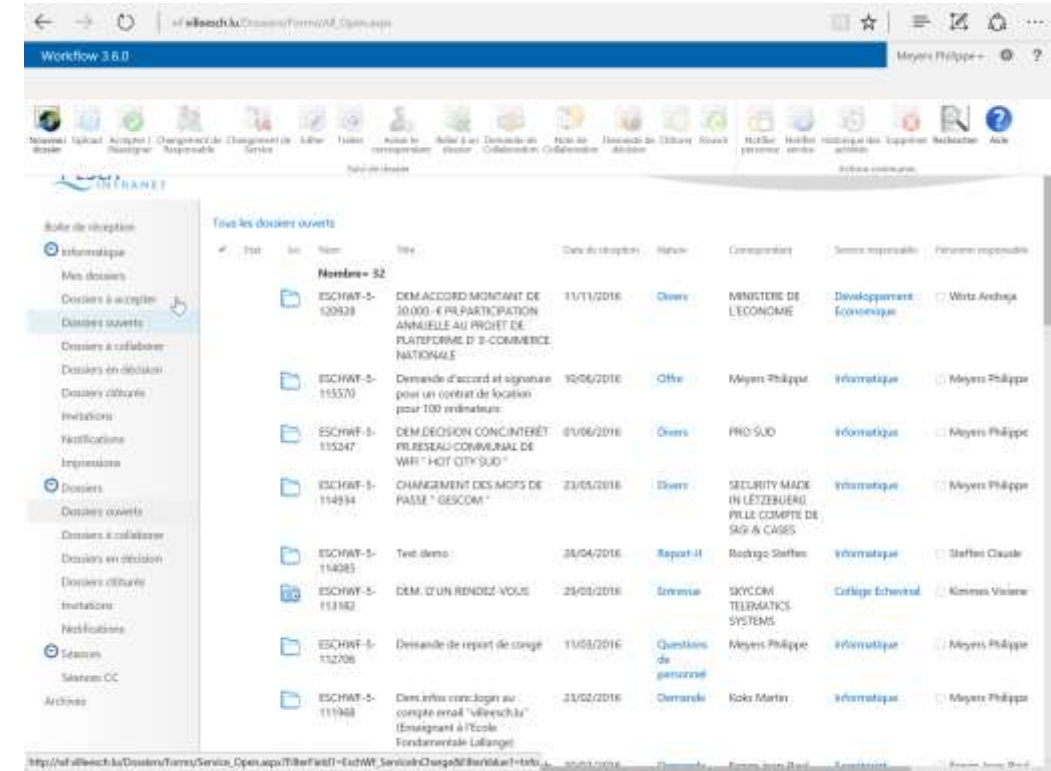
Email :



- Putting all the documents at the disposal of the town councilors
- fast, ecologic and secure
- Giving managed Ipad to the town councilors (managed by intune)



- Very important tool to manage all the correspondance and files
- 2857 files treated in 2016
- Direct connections with Report-IT and e-conseil



- City hall must be opened to public (e.g. weddings)
Disabled people access must be granted
- Security becomes more and more an issue
- People counters could help in emergencies



- Modern communication tools
- Very efficient call management
- Good communication with the citizen
- Few travels necessary



CloudPBX

Everything telephony has to offer in one simple solution



Interactive plan

- Plan of the town
- Search of streets
- Points of interest (Schools, Administrations, Culture)

<http://www.topographie.esch.lu/>



Guiding system

- Guiding system for public parkings
- 18 dynamic signs as well as 18 static ones
- Number of free parkings can be found on our site as well as in our App



INFORMATIONS SUR LES PARKINGS PUBLICS

Depuis le mois de juin, le système de guidage pour les parkings publics de la Ville d'Esch-sur-Alzette est progressivement mis en place.

Répartie sur deux zones - Esch-Centre (jaune) et Esch-Ouest (orange) - la nouvelle signalisation se fera via 18 panneaux dynamiques (affichant 1 libre) et 21 panneaux statiques. Trois panneaux dynamiques disposent par ailleurs de la particularité de pouvoir afficher des textes courts, info trafic ou l'annonce d'événements culturels.



Parkings publics actuellement connectés au système de guidage:

Parking	Secteur	Quartier	Capacité	Libre	Tendance
Hôpital Emile Mayrisch	Centre	Delthéicht	420	0	↕
Place de l'Hôtel de Ville	Centre	Brill	241	40	↕
John F. Kennedy	Centre	Gare	241	65	↕
Place de la Résistance	Centre	Brill	300	82	↕



- The “Vël’ok” system puts bikes for free at the disposal of citizens and commuters
- You can use your mKaart (mobility card) to borrow a bike
- 53112 usages in Esch in 2016
- The backend is hosted on our servers
- Social projet operated by CIGL



ZAD Car Sharing

- Shared use of a pool of e-cars
- 3 recharge stations
- Reservations made online



eCar Sharing

20%

- Futur projet of car sharing, available to our citizens
- Recharge stations managed by SUDSTROUM, a company owned by Ville d'Esch-sur-Alzette
- They outsourced their IT to the Ville d'Esch



Smart Parking

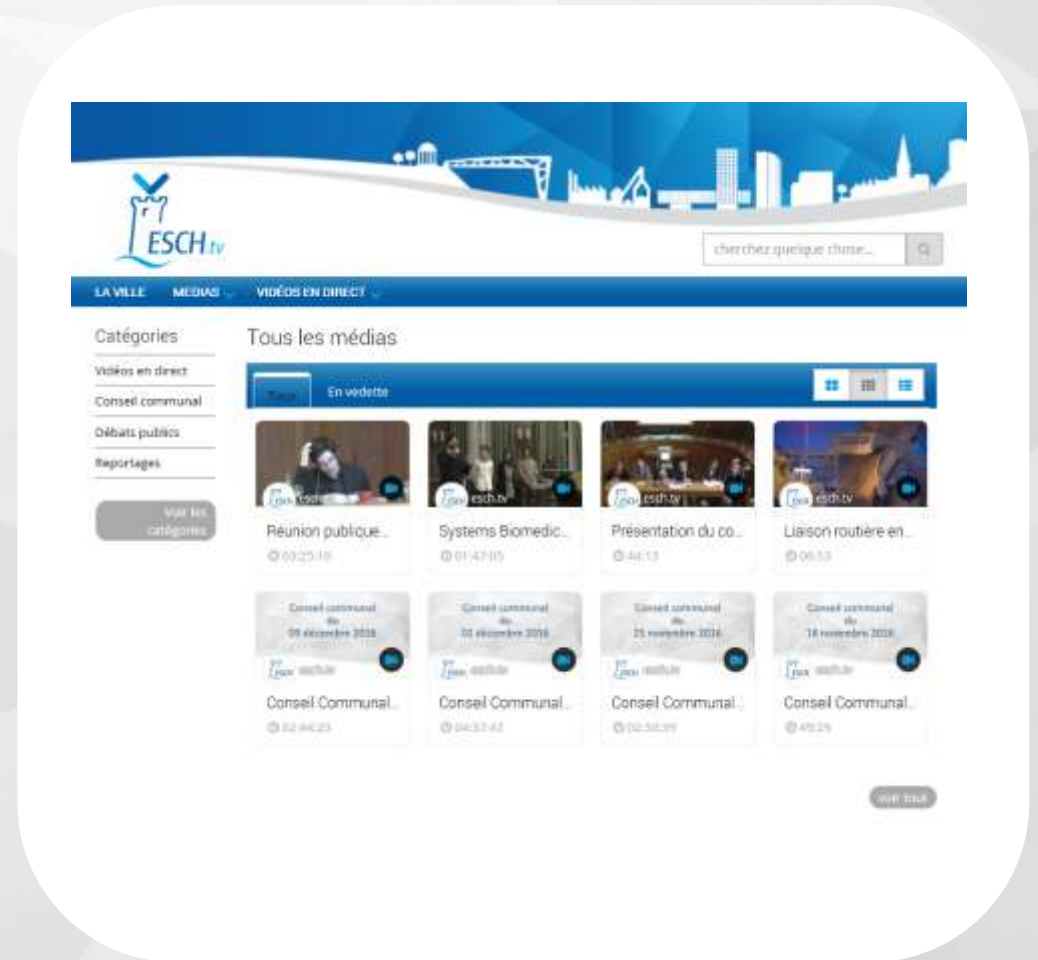
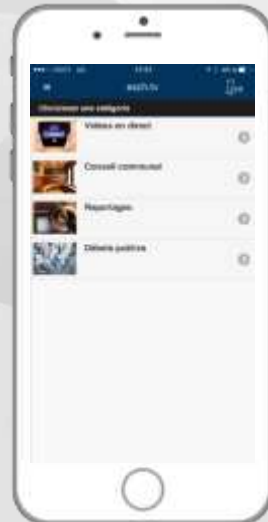
20%

- Parking Minute / Disabled people



- Town council
- Public debates
- Press conferences
- Other reports

live and archives



- Sign up for free to be informed on traffic info, cultural or sport events, garbage collection or any other information.



Accès Abonnés

Nom d'utilisateur: Mot de passe: [Mot de passe oublié](#)

Grâce au nouveau service sms2citizen, le citoyen est tenu au courant des événements qui le concernent tels que les infos traffics, les événements culturels, les manifestations sportives, les



Coordonnées personnelles

Nom d'utilisateur:
Mot de passe:



- Online forms
- Connection via MyGuichet (Luxtrust) (standard for Lux)
- Ask for any certificats online.
- Ask for building permit online
- Register for any activity organised like language courses or sport events

ESCH@HOME



Questions fréquentes

Certificats / Extraits

- Je ne trouve pas mon certificat/extrait sur Esch@Home

Conditions

- Conditions à remplir pour utiliser la connexion via MyGuichet

LuxTrust

- A propos de la Smartcard
- A propos du Signing Stick
- A propos du Token
- Pourquoi LuxTrust?

Services en ligne avec authentification luxtrust

Actes

- Acte de décès
- Acte de mariage
- Acte de naissance

Certificats

- Certificat liste électorale

Mes données

- Mes demandes
- Mes factures

Poubelles

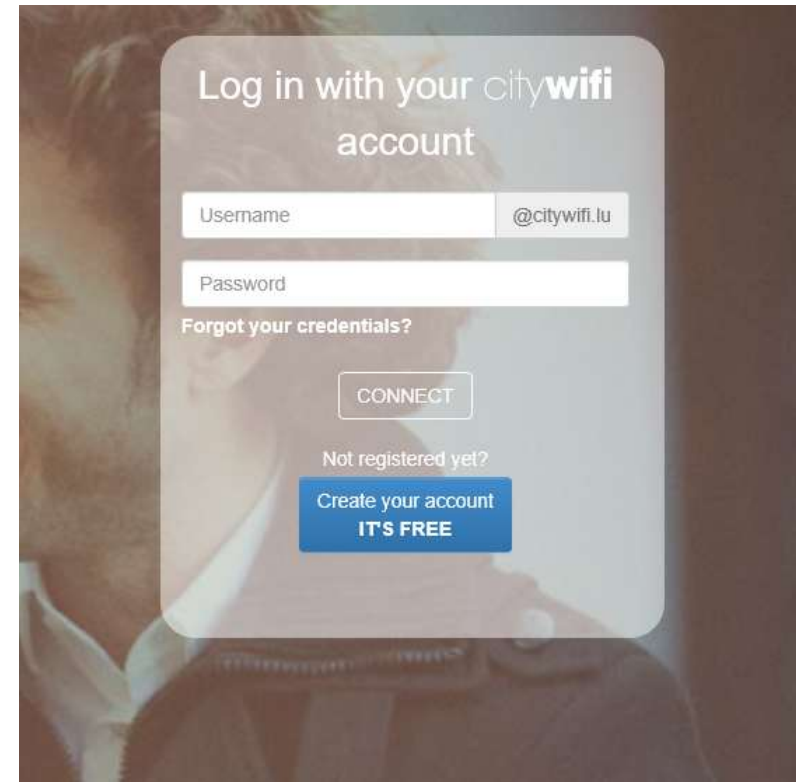
- Demande/remplacement poubelle

Formulaire Intelligents en ligne

Administration communale de la Ville d'Esch-sur-Alzette



- Free internet Acces in town



- Data can intelligently be reused for statistics



Average Dwell Time

1hr 12mins
Average Dwell Time of All Visitors

1hr 30mins
Repeat Visitors

42mins
New Visitors

Eschmetering

20%

- Smart metering helps to gather energy consumption data over distance
- The citizen can be helped to save precious resources and money

Partners:



Smart garbage bin

20%

- A bachelor student has worked on the potential of a monitoring system for public garbage bins
- Potential for optimizing tours
- Potential to help detect misuse



- Usable Items collected at the resource center
- Offered via Facebook to the services and schools for reuse



SIVEC

Projet "Réemploi"

Smart Biergeramt

20%

- A more intelligent queuing system for our citizen center



BIERGERAMT VILLE D'ESCH-SUR-ALZETTE

NUMERO		GUICHET
A 4	▶▶▶	GUICHET 1
B 3	▶▶▶	GUICHET 1
C 1	▶▶▶	GUICHET 1
D 1	▶▶▶	GUICHET 1



10:25
26/05/2017

hat Succès lancéiert
ACTUALITE

De Finanzminister Pierre Gramegna hat den Emp

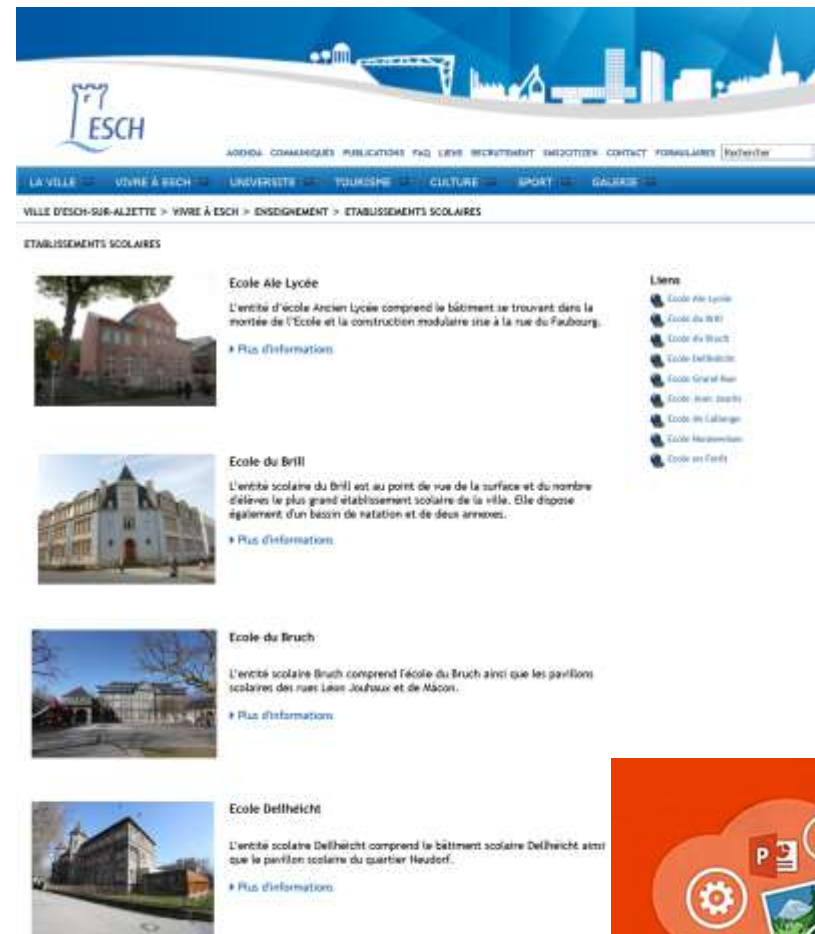


Smart School & MR

80%

Digital Classroom  Lëtzebuerg

- 8 fundamental schools
- 1 fiber optics network
- Wifi coverage in all the schools
- 500 workstations installed
- 150 Ipads in an MDM solution
- 3 millions carbon copies per year
- 1 common Internet site for all the schools and « maison relais »



The screenshot shows the website for the City of Esch-sur-Alzette. The header includes the ESCH logo and navigation links: LA VILLE, VIVRE À ESCH, UNIVERSITÉS, TOURISME, CULTURE, SPORT, GALERIE. Below the header, there is a search bar and a breadcrumb trail: VILLE D'ESCH-SUR-ALZETTE > VIVRE À ESCH > ENSEIGNEMENT > ÉTABLISSEMENTS SCOLAIRES. The main content area is titled "ÉTABLISSEMENTS SCOLAIRES" and lists four schools with photos and descriptions:

- Ecole Ale Lycée**: L'entité d'école Ancien Lycée comprend le bâtiment se trouvant dans la montée de l'École et la construction modulaire sise à la rue du Faubourg.
Plus d'information
- Ecole du Brill**: L'entité scolaire du Brill est au point de vue de la surface et du nombre d'élèves le plus grand établissement scolaire de la ville. Elle dispose également d'un bassin de natation et de deux annexes.
Plus d'information
- Ecole du Bruch**: L'entité scolaire Bruch comprend l'école du Bruch ainsi que les pavillons scolaires des rues Léon Jouhaux et de Mâcon.
Plus d'information
- Ecole Dellheich**: L'entité scolaire Dellheich comprend le bâtiment scolaire Dellheich ainsi que le pavillon scolaire du quartier Heudorf.
Plus d'information

On the right side, there is a "Liens" section with links to various school entities: Ecole Ale Lycée, Ecole du Brill, Ecole du Bruch, Ecole Dellheich, Ecole Grand Rue, Ecole Jean Joseph, Ecole de Lullange, Ecole Neumann, and Ecole au Ferdy.



- 3-D-Printers
- 3-D-Scanner
- CNC machines
- Equipment for video- and hybrid conferences

Facilitec 
by Reconomy

Tiers-Lieu d'une nouvelle économie



Feedback

- Which of the digital services are you already using? Are the services user-friendly and reliable? (1: very much, 5 not at all)

Service	already used it	user-friendly	reliable	comment
Esch App				
Report-It				
Interactive city plan				
Park guiding system				
Vël'ok				
ZAD Car Sharing				
Sms2citizen // push				
Esch@Home				
Citywifi				

- Do you have any propositions or recommendations?

