



"We needed a tool that had to be both sustainable and flexible enough to accommodate our ever-changing requirements."

/ CAU Team EMT Madrid.

Background and starting point: The challenge.

The challenge was to **replace a helpdesk tool which was expensive and difficult to manage**, for a tool which was developed specifically for our purposes. We were forced to replace it because the previous tool was not working properly, and wouldn't allow us to obtain reports and queries.

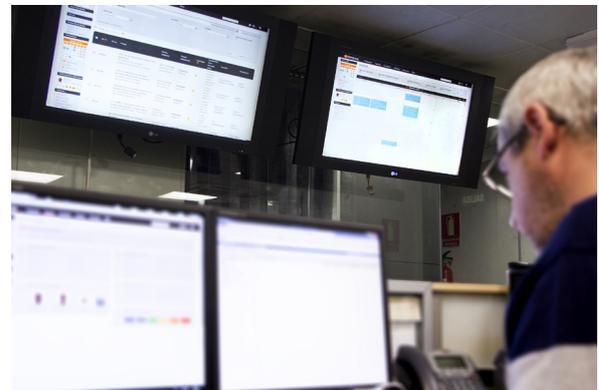
Had we not replaced the helpdesk tool we were using, **we would have had to assume the risk of total collapse, being unable to control and manage all our instances.**

We saw the need to replace it progressively: first, developing the new tool, adapting it to our need, and after that, kicking it off with a single type of instance.

Response to the problem: The solution.

We needed a tool that had to be both sustainable and flexible enough to accommodate our ever-changing requirements. We decided to choose the solution that your Company proposed because Integria IMS is really flexible, adapting perfectly to EMT's

immediate needs and providing a framework to address unforeseen operational problems.



CAU Team Central / EMT Madrid

Results after applying Integria IMS

With this new solution, we are able to manage, query and report data easily. All of our staff has proven to be interested in this replacement, collaborating and participating in it. All of them rely on Integria IMS and feel comfortable working with it.

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Integria IMS's interface is comfortable. In



the general instance view, the information is grouped to purposefully help searching. In the instance summary everything is organized, data can be viewed or elements can be added without needing to enter the instance. Once we've edited the instance, it easily allows including the necessary information.



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Tools in inventory, customer and people functions have the same level of comfort and intuition.

About EMT (Municipal Transport Company) Madrid

The Municipal Transport Company of Madrid (EMT of Madrid) is a corporation which is integrated into Madrid's



Regional Transport Consortium, and has authority in Madrid's public transport planning and is owned by the City of Madrid.

The EMT has five lines of business:

***EMT Bus:** provides collective surface urban public transport by bus in the city of Madrid.

***EMT movility:** provides vehicle removal from public highways, according to provisions featured in the Mobility Ordinance of the City of Madrid, which allow for a removal service and city custody of abandoned vehicles.

***EMT Parking:** integrated management of municipal public car parks (rotations, residential and mixed parking spaces)..

***Consulting and internationalization:** consulting, engineering and operation for transportation networks worldwide.

