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## Infralobo's Management System considered the world's first 'smart resort'

Abril 2017



A new platform of smart infrastructure management is promoting Infralobo's area of operation as the world's first 'smart resort', enabling more efficient internal control of operations and direct involvement of customers in managing natural and human resources at its disposal.

The pioneering project, launched in March by Infralobo with the patronage of Loulé Municipal Council, will provide higher standards of quality of life to residents, while also benefitting tourists choosing one of Europe's most exclusive developments to spend their holiday.

The Infralobo Smart Management platform boasts a [website](#) and an [application](#) for mobile devices, which allows customers to report incidents, such as faults, but also complaints or suggestions, which they can send in text or photo format, speeding up the service contact process, without the need for bureaucracy.

With this application, Infralobo aims to reduce incident resolution time by half, in a process monitored by two 'smart room' technicians, which customers can follow in real time, from the moment the incident is reported.

This innovative territory management system also allows the significant reduction of the company's costs, for example, with the fleet of vehicles, energy use and irrigation,

increasing the efficiency of Infralobo's human resources and materials.

The technological tool enables, among other functions, the remote management of the entire water meter network, leading to easier detection of leaks and avoiding water losses. The innovative system even lets you know if rubbish is being collected or if the lawns in public spaces have been mown. Other benefits include the fact that residents, in the near future, will be able to consult how much water they have used, online and for free.



**Vítor Aleixo, Mayor of Loulé**

April 2017

“In implementing these projects, Loulé reveals its pioneering spirit, as this is a territory management system concept that uses a vast array of modern communication and IT technologies. This is a revolution in terms of management and we are highly optimistic as to its efficiency and to how well this new application will be received by tourists and residents. Users will have an app at their fingertips, able to report any incident, with the promise, in normal situations, of rapid response. Later we will be able to replicate this experience in other parts of the municipality, possibly in an initial phase in others of the premium quality tourist resorts we have.”



**Mr. Conor Donnelly, Property Owners Association**

April 2017

“This is an excellent initiative, which will bring major benefits to the community. I hope this management tool will enable not only the smarter use of resources, but also a reduction in pricing. This is, without a doubt, one of the most special resorts in the world and I believe that we are very lucky to be residents here.”

**Pedro Figueiredo, NOS Portugal Administrator**

April 2017

“I found Infralobo to be an absolutely fantastic space, with a management and administration highly concerned with the well being of its customers/residents, highly focused on innovation for the excellent



management of its space. Its concern for a creating a quality space while constantly considering environmental matters should be praised.”



### **Miguel Freitas, First Secretary of AMAL**

April 2017

“Being a ‘smart region’ is an essential matter for the Algarve nowadays. This is about us keeping in line with the changes taking place around the world. It is vital for an open region such as the Algarve to be able to adopt new smart systems too. Of course, for us to have a ‘smart region’ it is important for us to start with digital governance activities, meaning that municipalities also need to be ready, primarily, to respond to citizens.”

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