

**PHILIPS**

*CityTouch*

Workflow application



# Optimize

your city's lighting operations

Use CityTouch workflow app for greater insights and improved efficiency



# Maintain street lighting in an evolving city

For city administrators, there has rarely been such an exciting and yet challenging time. Cities everywhere are growing; in fact by 2030, it's estimated that 60% of people will live in cities\*. The question is, how can you manage costs and logistics while creating an environment that's as safe as it is energy efficient, and as attractive as it is environmentally friendly? Thankfully, modern lighting systems offer new answers to many of these questions. Having the insights and tools to manage lighting infrastructure efficiently helps cities to be all the different things they need to be at once.

\*Source: Population Reference Bureau (PRB) 2014

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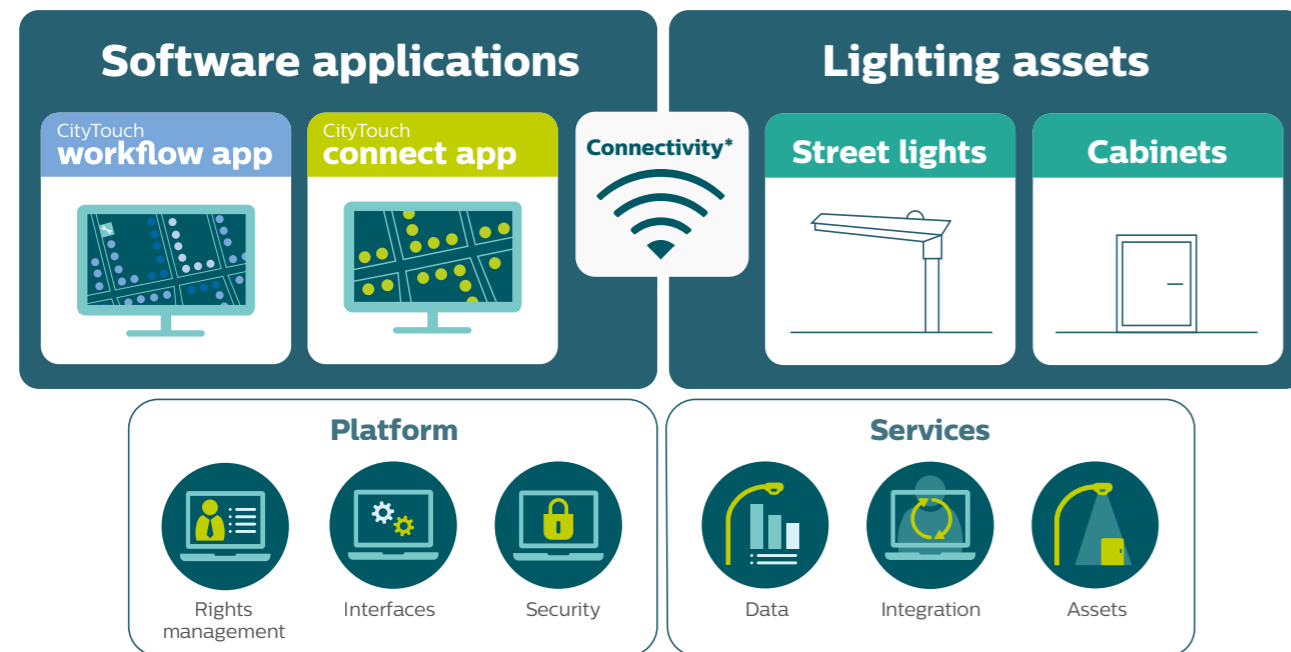
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# CityTouch portfolio

CityTouch is an end-to-end street lighting management system that integrates connected devices, intuitive software-as-a-service applications, and specialized services to transform your city's lighting operations.



## Software applications

These are the core of our solutions, offering you close to real time control and detailed data about your street lighting.

## Lighting assets

Our extensive range of CityTouch products help you connect your street lighting assets in a way that best fits your needs.

## Platform

Intuitive, personalized and secure, your tailored CityTouch platform gives you complete visibility and control, with customizable access for third parties.

## Services

From data input to asset management, we can help you manage the entire lifecycle of your city's lighting portfolio.

This brochure focuses on and highlights the benefits of the CityTouch workflow application, offering greater transparency and insights for your city's lighting.

# Lighting operations made easy

with the CityTouch workflow application

The CityTouch workflow application offers rich data visualization capabilities and lighting-related workflow management tools.



### Plan

The CityTouch workflow app makes work plan and job order generation easy too. It allows you to manage the workflow of your city's whole operational street lighting ecosystem. Work scheduling and distribution of tasks can be managed simply and effectively, even with multiple installer companies involved.



### Maintain

Based on highly detailed lighting asset data the CityTouch workflow app provides, you can predict when luminaires are approaching life end, so preventative maintenance can be scheduled cost effectively.



### Get insights

The workflow app gives you transparency and analysis of your city's lighting infrastructure in the most user-friendly way. An intuitive user interface, map-based visualizations with simple charts and diagrams give a fast overview of street lighting status.

## The benefits:

- **Monitor** and document your operational processes down to the last detail
- **Schedule** work even with multiple installer companies
- **Manage service levels** including third party involvement
- **Get overviews of street lighting status**, from high-level down to any detail of a luminaire
- Optimize operational efficiency and **enable better planning**
- Enjoy **better and easier reporting**
- **Gain valuable data analysis and insights** to support robust decision making
- CityTouch workflow app **integrates seamlessly with the CityTouch connect app**



# Complex data, visualized simply

CityTouch workflow app lets you see your city's lighting clearly and transparently, with simple data visualization showing accurate maps and charts.



Map-based data



Data visualization

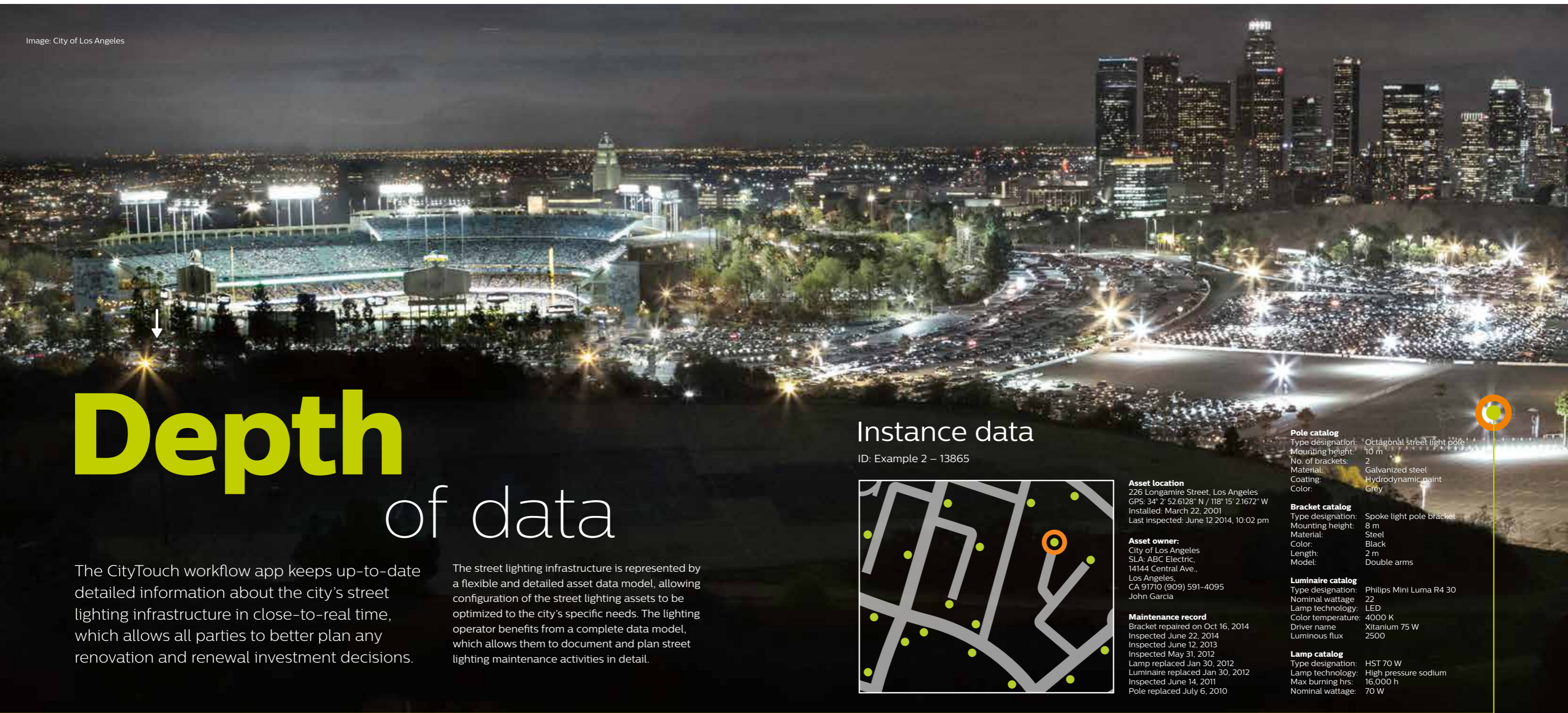


Critical insights



Better decisions

Image: City of Los Angeles



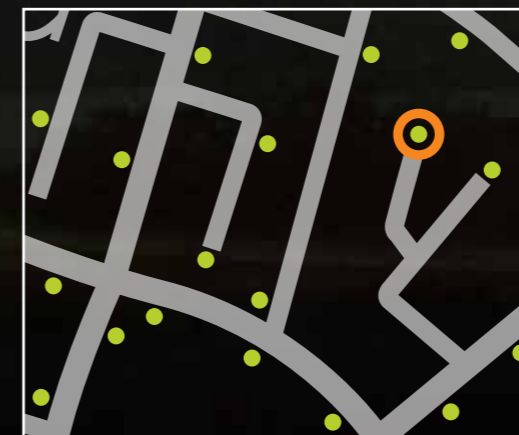
# Depth of data

The CityTouch workflow app keeps up-to-date detailed information about the city's street lighting infrastructure in close-to-real time, which allows all parties to better plan any renovation and renewal investment decisions.

The street lighting infrastructure is represented by a flexible and detailed asset data model, allowing configuration of the street lighting assets to be optimized to the city's specific needs. The lighting operator benefits from a complete data model, which allows them to document and plan street lighting maintenance activities in detail.

## Instance data

ID: Example 2 – 13865



**Asset location**  
226 Longamire Street, Los Angeles  
GPS: 34° 2' 52.6128" N / 118° 15' 2.1672" W  
Installed: March 22, 2001  
Last inspected: June 12 2014, 10:02 pm

**Asset owner:**  
City of Los Angeles  
SLA: ABC Electric,  
14144 Central Ave.,  
Los Angeles,  
CA 91710 (909) 591-4095  
John Garcia

**Maintenance record**  
Bracket repaired on Oct 16, 2014  
Inspected June 22, 2014  
Inspected June 12, 2013  
Inspected May 31, 2012  
Lamp replaced Jan 30, 2012  
Luminaire replaced Jan 30, 2012  
Inspected June 14, 2011  
Pole replaced July 6, 2010

**Pole catalog**  
Type designation: Octagonal street light pole  
Mounting height: 10 m  
No. of brackets: 2  
Material: Galvanized steel  
Coating: Hydrodynamic paint  
Color: Grey

**Bracket catalog**  
Type designation: Spoke light pole bracket  
Mounting height: 8 m  
Material: Steel  
Color: Black  
Length: 2 m  
Model: Double arms

**Luminaire catalog**  
Type designation: Philips Mini Luma R4 30  
Nominal wattage: 22  
Lamp technology: LED  
Color temperature: 4000 K  
Driver name: Xitanium 75 W  
Luminous flux: 2500

**Lamp catalog**  
Type designation: HST 70 W  
Lamp technology: High pressure sodium  
Max burning hrs: 16,000 h  
Nominal wattage: 70 W

# Maintenance

is part of the plan

The CityTouch workflow app gives clear insights to your city's lighting infrastructure. Faster repairs will keep both citizens and visitors comfortable and advance knowledge about the status of your luminaires means maintenance can be confidently and efficiently scheduled, improving your city's maintenance processes.

**Type:**  
iD: 2314b  
light-emitting diode

**History:**  
08/07/15 light out  
08/07/15 sent repair crew



# Ensuring perfect city lighting

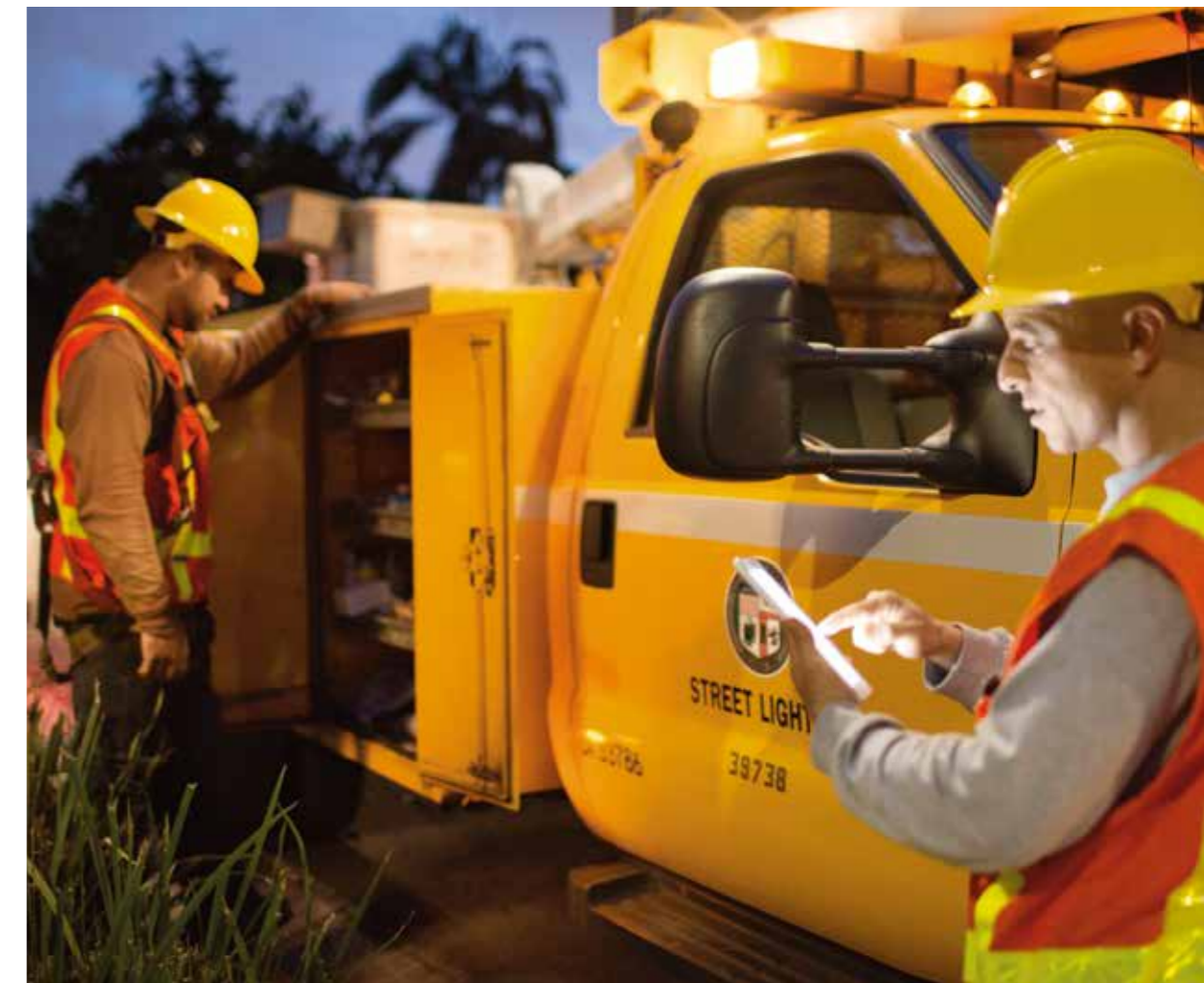
With the CityTouch workflow app, the maintenance process can be greatly simplified by cutting out unnecessary stages altogether.

### Accurate fault management

Your city is unique, evolving over time, so it follows that your city's lighting infrastructure has probably evolved too. CityTouch workflow app allows you to specify many different faults your luminaires may get and in great detail, so maintenance tasks can be automatically and accurately requested to initiate the work process.

### A simple, transparent process

All information about a maintenance process is comprehensively summarized in a single place so you can monitor and document the entire process down to the last detail, tracking what has been done, why, when, and by whom.



# Simplify daily work out in the field

The CityTouch mobile workflow app ensures that everyone is informed and empowered. Work can be assigned to maintenance crews on the street, who have all the latest information they need at their finger tips, eliminating any potential misunderstanding, saving everyone time and effort.

Job status updates are relayed back to your office-based lighting operator and asset data is automatically updated onto the system, avoiding outdated data. You are kept informed in as close-to-real time as possible.

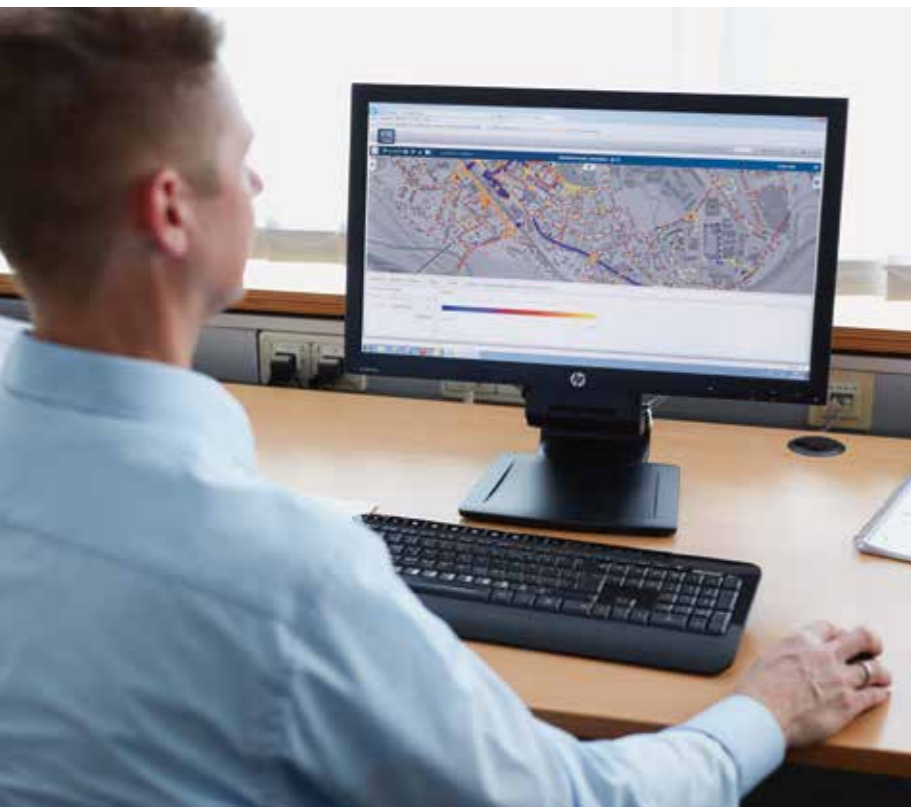
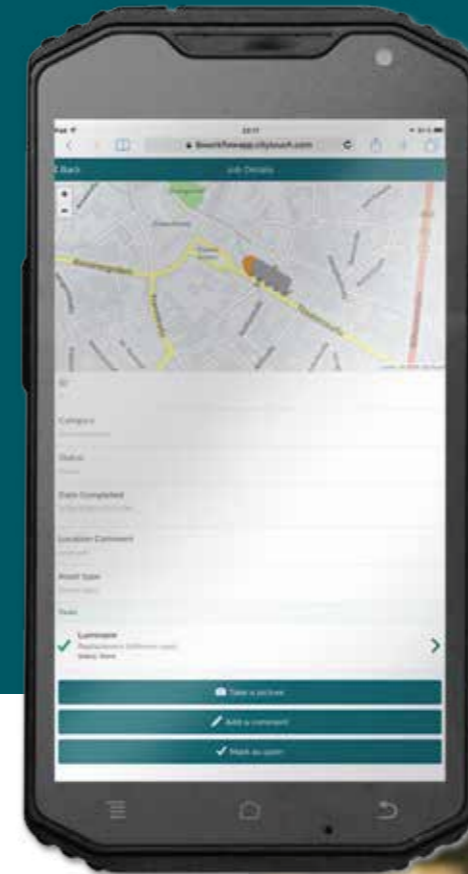
# Always informed

with the mobile workflow application

The CityTouch workflow app allows your maintenance team to communicate directly to the operator in the office, in close-to-real time.

**Maximize both time and cost efficiencies** for workers in the field and office by:

- **Sending and receiving all jobs**, planned and ad hoc, **directly to mobile devices** in the field
- Helping installer to **see current status of jobs with any new information, in close-to-real time**
- **Updating status** of a job, report any changes, results and further instruction if required
- Generating new fault reports **directly from the field**
- Ensure "single source of truth" by ensuring all parties see the same status of a job **in close-to-real time**



#### **An efficient end-to-end solution**

The CityTouch mobile workflow app enables efficient management of lighting data and operational workflows and benefits both operators and crews.

#### **Effective workflow management**

The app enables software-based failure logging and a modern repair process with continuous status tracking and documentation. It also facilitates maintenance workflow planning.



# Siegburg

A historic town with future proofing

With an innovative, data-rich CityTouch system, Siegburg, Germany, sets the standard for efficient, accurate, and flexible lighting asset management.



## The problem

The town had 4,200 streetlights with many different types of luminaire, high energy requirements, and no easy way for its employees to access information on maintenance and faults. The town's key requirements were to upgrade its lighting system to provide data transparency, fault management and the individual switching and controlling of lamps.

## The solution

Siegburg has so far converted 2,185 of its streetlights to energy-saving LED. In addition, it is now using the CityTouch workflow app to assist with fault clearance, the efficient and effective scheduling of repairs, cleaning and planned maintenance.

## The result

CityTouch has integrated seamlessly into the existing infrastructure. Maintenance and control is significantly simplified with more flexible workflows. Employees now benefit from helpful data visualization and search queries via a more intuitive map-based interface with a simple menu structure. As a result, the town has experienced considerable savings in maintenance costs.



“

Working with CityTouch has made life much more flexible because management processes are simplified and shown transparently.”

## Jörg Hartung

Executive Director of Street Lighting,  
Lighting Rhein-Sieg Netz GmbH



# Flexible, open and secure

Philips CityTouch is an end-to-end, future-proof solution, able to support your city's changing requirements over time.

## Flexible

CityTouch is extremely flexible, allowing you to configure the system to your specifications.

CityTouch can monitor and manage an unlimited number of lighting assets, so you can add street lights and other assets over time without taking the system offline.

Because each luminaire communicates with CityTouch independently, there are no centralized points of failure: if one street light goes out, the others around it are unaffected. You can control single light points or all light points together, or you can group and control light points however you wish.

CityTouch updates are activated wirelessly and automatically via the mobile network. This ensures that you always have the latest features and functions, with no physical intervention required.

## Open

CityTouch can work with any street light from any manufacturer, whether Philips or non-Philips, whether LED or non-LED.

CityTouch uses standard web services to connect to city IT infrastructures via the mobile network, so no proprietary networks are required.

With published APIs, you can integrate CityTouch into other city management systems already in use. This allows you to bring your CityTouch system together with other connected systems to create a new digital ecology that can deliver new levels of responsiveness and resiliency.

Philips also offers integration services and technical support, so your city is always ready for the future.

## Secure

Your data deserves to be protected, so CityTouch always applies the latest state-of-the-art security measures along with end-to-end encryption and two-factor authentication.

Philips uses the same level of security as online banking and brokerage houses do, ensuring that your sensitive data is transmitted privately and stored safely.

## Philips CityTouch: an open system



CityTouch works with almost any type of street light from any manufacturer



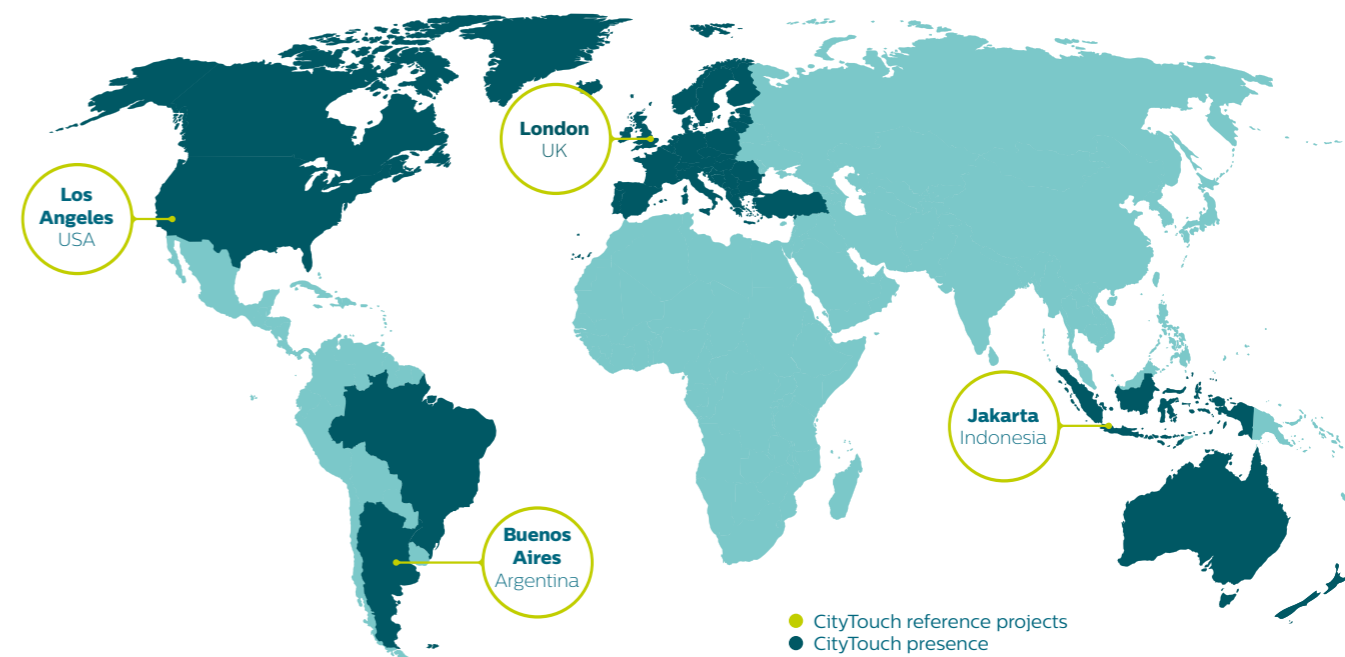
CityTouch communicates via the mobile network: no proprietary networks



With APIs, customers can integrate CityTouch into their existing systems

# Helping to meet objectives globally

Philips is the world leader in lighting, with over 120 years of experience.



### The choice of world cities

CityTouch is already in use in cities worldwide, including Los Angeles, London and Buenos Aires. In fact you'll find us in over 30 countries and on five continents.

### Scalable and adaptable

CityTouch is a flexible, easily scalable solution. Our local teams take the time to understand each city's specific needs, ambitions and challenges. After all, what's right for one city might not be right for another.



