

MINSAIT SHOWS THE POSITIVE IMPACT OF ITS SOLUTIONS ON URBAN SERVICES AND CITIZENS' QUALITY OF LIFE

- **Improvements of 25% in the times to resolution of citizens' requests and complaints, savings over 15% in the costs of maintenance of green areas or increases of 5% in the number of overnight stays of tourists are some of the benefits that they show the projects developed by the Indra company**
- **Onesait Government cities, Minsait's comprehensive solution for smart cities, enables the exchange and analysis of information from different urban services in order to make decisions for responses to events detected in real time or simulate possible scenarios to adapt public policies proactively to citizens' needs**

Barcelona, November 19, 2019.- Antwerp, Helsinki, Las Palmas de Gran Canaria, Logroño and Cáceres are some of the cities that already reflect the positive impact of technology from Minsait, an Indra company, in the daily management of their services and the quality of life of their inhabitants.

The director of Minsait's Smart Cities, Alberto Bernal, released some of the data during his speech at the session "Data Visualization and Civic Indicators", which took place today Tuesday, November 19, within the framework of the Smart City Expo World Congress in Barcelona.

"The projects we are developing, as well as the analytical and simulation capabilities of our Onesait Government Cities solution, allow us to obtain significant data on the economic impact, the quality of services and the satisfaction of the inhabitants of the cities in which we are working, as well as water savings, improving air quality, reducing the times to resolution of citizens' requests and increasing revenue in small businesses," says Alberto Bernal.

In Select for Cities, a relevant Pre-Commercial Public Procurement (CPP) competition, Minsait has developed a Smart Cities management platform with pilot schemes to help solve challenges such as reducing pollutant emissions and improving air quality in Helsinki, or measure the comfort index in Antwerp with the aim of boosting the activity of local commerce.

The initiative is part of Horizon 2020 research and innovation plan, promoted by the European Union, and has the main goal of designing, developing and deploying digital platforms based on the "Internet of Everything" (IoE) for the improvement of the quality of life and citizen services in Europe through the most advanced technologies.

Lower costs and better service

The project in Las Palmas de Gran Canaria is also providing significant benefits derived from its crossover focus on urban services management. According to Minsait's forecasts, the impact can be translated into important savings in water consumption for irrigation as well as in reductions in the cost of waste collection services or increases in the recycling rate of the city of around.

In the case of water consumption, the improvement will come thanks to the study and analysis of different meteorological variables together with the early detection of leaks and failures in the irrigation network. The expected savings are very significant for the City Council because irrigation represents 17% of the total budget of the parks and gardens program. Likewise, the intelligent and centralized management of parks and gardens yields a reduction of 15% in operating costs.

The actions undertaken in the Smart Logroño project are translating into benefits as a more agile attention through multiple channels (voice, e-mail and web chat), reflected in reductions of up to 25% in the times to resolution of requests, complaints and suggestions made by citizens. Between June 2018 and April 2019, about

40,000 calls were answered, of which more than 17,200 were automatically diverted for distribution and response among the different municipal units.

Smart tourism is another of Minsait's strongest commitments to boost local economies. According to company estimates, the "Intelligent Heritage" project that is being developed in Cáceres could increase the number of overnight stays and visitors by up to 5%, as well as increase the number of jobs in the sector up to 10%.

The company has just completed the installation in the city of Extremadura of a system of sensors in several buildings that are tourist landmarks and strategic areas that cuts heritage conservation costs and more reliably establishes the profile and number of tourists visiting the city, in order to direct and customize what the city has to offer through digital channels.

About Minsait

Minsait, an Indra company (www.minsait.com), is a leading consulting company in digital transformation and Information Technology in Spain and Latin America. Minsait has a high degree of specialization and sector knowledge, which complements its high capacity to integrate the core world with the digital world, its leadership in innovation and digital transformation and its flexibility. In this way, it focuses its offer on high-impact value proposals, based on end-to-end solutions, with notable segmentation, which allows it to achieve concrete results for its customers in each industry with a transformational approach. Its capabilities and leadership are demonstrated in its product range, under the brand name Onesait, and its across-the-board range of services.

About Indra

Indra (www.indracompany.com) is one of the main global technology and consultancy companies and the technological partner for its customers' key business operations around the world. It's a major global supplier of proprietary solutions in specific segments of the Transportation and Defense markets and a leading company in digital transformation and information technology consultancy in Spain and Latin America by means of its Minsait subsidiary. Its business model is based on a comprehensive range of proprietary products, with an end-to-end approach that has high value and a significant innovative component. In 2018 Indra received income totaling 3.104 billion euros and had 43,000 employees, a local presence in 46 countries and business operations in more than 140 countries.