

Case Study



SMART MOBILITY, SMART MONITORING

i-Vertex at Brescia Mobilità

How Monitoring Becomes a Key Technology for
Urban Mobility



i-Vertex

THE COMPANY

Brescia is the second-largest city in Lombardy and a dynamic urban center in Italy's economically strongest region. Brescia Mobilità S.p.A. is responsible for the management and coordination of urban public transport, with the goal of improving the quality of life in the city, reducing traffic congestion, and promoting sustainable and innovative solutions. The company operates a variety of services, including **public transport with trains and busses and more than 13,500 parking spaces**. It also offers the BiciMia bike-sharing service and manages traffic with intelligent traffic lights and surveillance cameras.

As the IT infrastructure of Brescia Mobilità grew increasingly complex, the need for a more powerful and scalable monitoring solution became more apparent. **The previous system, based on Nagios**, could no longer meet the demands of monitoring critical services such as BiciMia, ZTL zones, and traffic systems in real time. The company needed a more reliable and proactive solution to ensure smooth operations across all its services.

THE CHALLENGES

With the growth and increasing complexity of its mobility system, Brescia Mobilità faced mounting challenges in managing its expanding IT infrastructure. The demand for highly available, continuously monitored, and high-performance systems became more pressing.

After a thorough evaluation, the IT team opted for a solution that not only offers real-time monitoring but is also **seamlessly integrated and easily scalable** when required—one that improves operational efficiency, meets the growing demands of a modern Smart City concept, and includes OT monitoring as well.



**GRUPPO
BRESCIA MOBILITÀ**

The Brescia Mobilità Group is a multi-utility company operating in the field of local public services related to sustainable urban mobility.

THE SOLUTION

After evaluating multiple options, Brescia Mobilità partnered with **Project Informatica** and selected i-Vertex as its new monitoring solution. The project kicked off with a "learning by doing" approach, gradually expanding to cover all IT systems and services.

A crucial element of the solution was the integration with Project Informatica's Network Operations Center (NOC), enabling proactive monitoring of essential connectivity and critical systems, such as **ticketing machines, payment gateways, and traffic management networks**. This collaboration ensured round-the-clock monitoring of the infrastructure, with immediate alerts for any performance issues.

Currently, i-Vertex is tasked with monitoring several critical areas, including:

IT Infrastructure Monitoring:

i-Vertex tracks the health of critical systems, from public transport networks to traffic lights, by providing continuous oversight of LAN and WAN connections.



Real-Time Performance Monitoring:

Servers, routers, firewalls, and switches are closely watched to maintain optimal performance and to detect potential issues before they become critical.



Anomaly and Bottleneck Detection:

i-Vertex quickly detects bottlenecks and anomalies, ensuring fast resolution to maintain service continuity.



Automated Alerts:

The system automatically generates alerts for the IT team in case of a failure or issue, ensuring immediate attention.



Performance Optimization:

Real-time insights into network performance allow for proactive action, minimizing slowdowns or disruptions.



WAN Connectivity Monitoring:

i-Vertex ensures seamless communication between all sites by monitoring WAN connections for stability and performance.



Historical Data Analysis:

The system analyzes historical data to predict potential issues and optimize future performance.



Modular Integration:

i-Vertex can be expanded with modules such as Log Management and IT Asset Management – for comprehensive and advanced administration.

Key benefits for effective and scalable monitoring

CENTRAL COMPONENT FOR BRESCIA MOBILITÀ: NETWORK DISCOVERY AND NETWORK MAPPING

A standout feature of the i-Vertex solution is its Network Discovery tool, which automatically detects all devices in the network and maps them visually in real time. This gives Brescia Mobilità's IT team a full view of their infrastructure, from hardware to software, making it easy to track performance, identify issues, and plan for future scalability.

Benefits Delivered:

✓ Automatic Network Mapping:

i-Vertex continuously updates the network map, saving time and improving central management by automatically adding new devices.

✓ 24/7 Monitoring and Proactive Alerts:

The system ensures constant oversight of critical systems, reducing the time needed to respond to incidents

✓ Fast, Actionable Alerts:

i-Vertex generates clear, actionable alerts that allow the IT team to respond rapidly and minimize downtime.

✓ Proactive Performance Optimization:

i-Vertex detects real-time bottlenecks and overloads and responds automatically to optimize resources and prevent disruptions.

✓ Optimized WAN Connections:

By monitoring all WAN connections, i-Vertex ensures smooth communication across the network, preventing potential performance bottlenecks.

✓ Trend Analysis and Forecasting:

The system's ability to analyze trends allows for proactive management, minimizing the likelihood of future disruptions.

✓ Scalability:

i-Vertex's plugin store allows Brescia Mobilità to easily integrate new technologies and scale its monitoring infrastructure without interruption.



“ With i-Vertex, we now have real-time visibility over our entire IT infrastructure. From monitoring critical services to proactively managing performance, the system provides a level of insight and control that we didn't have before. We can act quickly, scale easily, and keep everything running smoothly. ”

Davide Bonetta, System Engineer at Brescia Mobilità S.p.A.

ABOUT I-VERTEX

i-Vertex is the new European player making a name for itself in the international IT monitoring market. With a fully modular solution that seamlessly integrates real-time monitoring, advanced log management, and IT asset management, i-Vertex provides a clear and precise view of the entire IT infrastructure. Thanks to its flexible, scalable design, the solution excels in reliability, easy integration, and transparent costs – making it the perfect alternative to the large international providers, especially in complex and dynamic IT environments.

www.i-vertex.com

ABOUT PROJECT INFORMATICA:

Project Informatica, the parent company of WeAreProject, has been a leading force in ICT for over 35 years. With over 700 employees and a turnover of over 400 million euros, the company is a strategic partner for digital innovation, specializing in cybersecurity, managed services (SOC/NOC), digital workplace solutions, hybrid cloud & networking, and artificial intelligence.

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